



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 3, September 2025



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

Welcome to the cooler days of fall.

With the change in seasons comes the launch of our Let's Get Flu-less campaign. In the coming months, we'll be sharing more information about the availability of influenza vaccinations for residents and staff.

Fall also marks the rollout of our annual Resident and Family Satisfaction Survey. I encourage you to take a few moments to complete the survey and to share your feedback – both on what we're doing well and where we can improve.

On September 30, the Region of Durham and our long-term care homes will observe the National Day for Truth and Reconciliation. We invite you to join us in remembering and honouring the survivors of residential schools, along with their families and communities.

I'm also pleased to share that the construction of Seaton Village, the 200-bed long-term care home in North Pickering, remains on schedule. We anticipate substantial completion in 2026.

If you are new to one of our homes as a resident, family member, staff or volunteer – welcome! Should you have any questions or concerns, don't hesitate to reach out to any member of our leadership team.

We hope you enjoy this edition of the newsletter.

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



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

Policy and practice update

Preceptor Appreciation Week — September 22 to 28, 2025

We're recognizing the essential contributions of preceptors who support student placements and help grow the next generation of healthcare professionals.

Are you passionate about sharing your knowledge and helping others grow? You may be interested in our LTC Preceptor Program. Your experience is invaluable in shaping the future of care at our Long-Term Care homes.

As a Preceptor, you'll play a vital role in shaping the next generation of healthcare professionals while enhancing your own leadership and teaching skills. You'll build meaningful relationships, reinforce professional standards, and develop your expertise—all while contributing to a collaborative and supportive workplace where every team member is celebrated.

We've made applying simple! Just enroll in the **Preceptor Application** course through Learnici's course catalogue and find out if you qualify!

Join us in empowering future caregivers. Your experience can change lives!

For more details, contact your supervisor or Manager of Nursing Practice. Together, we nurture excellence in long-term care. For further information, simply scan the QR code below to visit the Preceptor Hub.



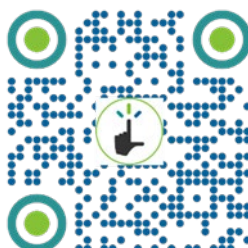
Training

Thank you to all staff who completed mandatory training early – your commitment supports high-quality resident care.

Optional learning is available in the library for LTC staff. Log in to Learnici to explore!

New! Footrest Training optional micro-course: <https://learnici.durham.ca/catalog/info/id:308>

Ready to learn? For tips on logging in and navigating the platform, simply scan the QR code below. Let's keep the momentum going!





Our Skin/Wound teams led education sessions and celebrations across the homes. We have the Seymour Wound Care Model to train staff on different pressure injuries. Interested in targeted training? Please connect with your Skin and Wound Clinical Lead or MNP.

Palliative Care Program Enhancement

The Region of Durham's Palliative Care Program Enhancement Project is underway across all four LTC homes.

Hillsdale Estates and Fairview Lodge have successfully completed Collaborative Palliative Care sessions with the Ontario CLRI (Centres for Learning, Research & Innovation in LTC).

To date, we have trained 20 Champions (Palliative Approach to Care Champions and Grief & Bereavement Support Champions).

Clinical Leads and MNPs continue to provide the palliative approach to care training for the interdisciplinary teams.

Want to learn more? Click this link to a short video, https://youtu.be/HvguLSL-AJU?si=1JhKZ0Q_khV-Z-Ko or contact your Pain & Palliative Care Lead, your MNP, or a member of your home's Palliative Care Committee.

Research Collaboration: Virtual Reality Reminiscence Therapy (VRRT)

In partnership with Ontario Tech University, we are collaborating on the development of VRRT to pair personal photos, music, and videos with immersive environments – supporting memory, calmness, and connection for people living with dementia.

In Phase 1, Recreation and ADP people leaders identified strong potential for cognitive stimulation and emotional connection and provided essential feedback.

What's next: Broader consultation with frontline staff and support teams across LTC and ADPs, plus testing a conversational AI guide to make VR easier to navigate. This person-centred, non-pharmacological approach aims to enhance well-being for residents while supporting caregivers and care teams.





We hope you had a wonderful summer season! Spending time outside during these warm summer months helps to decrease the presence of infections that we often see in the cooler months. Our homes encourage residents to get fresh air with loved ones and enjoy the sunshine. We use this time to prepare for the upcoming respiratory illness season, review and refine policies and procedures, and provide education and audits on IPAC best practice. In the coming months communication will be shared from each home regarding the upcoming influenza, RSV, and COVID-19 immunization campaign. Please keep an eye out for future communication and if there are any questions, please reach out to the IPAC Practitioner in your home.

Measles

As measles cases continue to rise in the community and province, we want to remind you of the importance to protect yourself and those around you. The risk of measles to long-term care residents is currently low as most people born before 1970 have natural immunity from widespread circulation of measles. However, the current risk is to unimmunized staff, family members, visitors, and residents born after 1970.

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- Adults who have 2 doses of MMR vaccine are considered up to date
- **Health care workers** who have only received 1 dose of MMR are eligible and encouraged to receive a 2nd dose



Please ensure you are up to date with your vaccinations!

To find out how you can find out your immunization record, please visit the Durham Region Health and Wellness page at

IPAC Canada week

IPAC Canada week will be October 20 to 24 where homes will share and promote IPAC practices.

Visiting LTC

A gentle reminder that should you develop symptoms, please refrain from visiting until symptoms have resolved or are greatly improved for 24 hours. We then ask that a surgical mask is worn when visiting for the remaining 10 days from the onset of symptoms. Please reach out to your IPAC practitioner with any questions.



Quality

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 family provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and to guide operational plans.

Residents who are capable will be approached to complete the survey and will be assisted by third party volunteers to complete if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the survey this fall.

Annual Influenza Campaign

In October, we will be kicking off our annual influenza campaign for residents, staff and visitors. We encourage everyone to get vaccinated against the flu. Living in a long-term care home, along with advanced age and chronic conditions, puts most of our residents at a very high risk for developing complications from the flu. Flu shot clinics will be available in the homes for residents, staff and volunteers.

Family and visitors are requested to stay home and postpone their visits if unwell. Symptoms might include fever, feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, unusual tiredness, nausea, vomiting or diarrhea. Please also ensure that you wash your hands or use an alcohol-based hand sanitizer when entering and leaving any of our homes.

Staff Health and Wellness Fairs

The health and wellness of our staff is very important, and we will once again be holding our annual health and wellness fairs for staff in November. This year's theme is **Holistic Approach to Well-being: Discover Wellness in Every Opportunity**. This fall, all four of our LTC homes are having a Health Fair at their location. The goal of the Health Fair is to promote a holistic approach to health by educating our staff on healthy living, promoting a healthy lifestyle, and providing beneficial resources. All health fairs will run between 9 a.m. to 5 p.m. Please stay tuned for more information on the dates for each location this fall.



Hillsdale Terraces news

Family Council

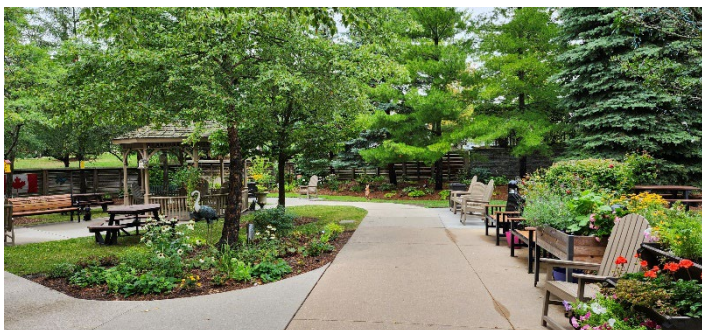
Family Council Week

Many thanks to families, residents and staff who helped us celebrate Family Council Week by viewing our display of information, including caregiver support and the achievements and education Family Council enjoyed in 2024.

Special thanks go out to our members who donated the raffle baskets, the ticket sellers and the staff and families who supported the raffle. Congratulations to our winners: Tyler Parish (theatre and restaurant basket), Scott Glover (date night basket), Christina Gibb (barbeque basket) and Rosilyn Boone (the handcrafted quilt). A total of \$1,185 was raised and will be used to support entertainment for residents and their families, the Family Council annual garden party, staff recognition and Family Council's Christmas adopt-a-resident program.

Garden Party

On August 13, residents and families enjoyed our annual Garden Party in the Serenity Garden. This year's theme celebrated peaches, with residents enjoying light refreshments including peach cobbler, peach ice cream and summer punch. Residents Florette and Lois read a poem about peaches. Joyce Squires gave a great performance with many residents and families singing along. Special thanks to Mackenzie Hawkins and the Recreation Therapy team and Christina Micic and the Food Services team for making this year's garden party memorable for residents and their families.



September Family Council meeting

We look forward to resuming our meetings on September 13 at 2 p.m. in the third floor Boardroom. Samantha Hubbs, Manager of Recreation and Therapy will attend to introduce herself to Family Council and outline her vision for Recreation and Therapy. Nguden Kwaghbo, Infection Prevention and Control (IPAC) Practitioner will attend to present her quarterly IPAC update and the outlook for the fall and winter seasons.

We invite families to join Family Council. You will learn about programs and services at the Terraces and in the community to benefit you and your loved one. Networking with other families is a great way to access caregiver support and guidance, based on their lived experience in the home.

Residents' Council

Residents' Council meetings

Following our summer break in July and August, Residents' Council is excited to welcome everyone back to our monthly meeting on September 10.

Residents' Council encourages all residents to join our meetings on the second Wednesday of each month at 1:30 p.m. in the Auditorium to share feedback, suggestions, and ideas.

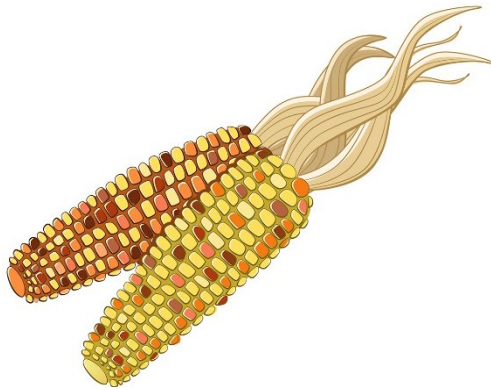
Volunteer Corner

Thank you

Hillsdale Terraces' residents, staff and family members would like to thank the volunteers for their dedication throughout the summer months. A special thank you to the students and Tuck Shop volunteers for keeping our residents satisfied and engaged, and to Susan Leask for her hard work in the Serenity Garden, keeping it beautiful and the plants blooming. Thank you for all you do!

Fall events

We are looking forward to a corn roast and carnival in September. Come out and celebrate with us! We appreciate your commitment and time towards the residents!



Become a volunteer

We are always looking for volunteers to assist with our Tuck Shop. If you know of someone interested, please refer them!

If you are interested in becoming a volunteer, below is the QR code to access to the Durham Region volunteer webpage, durham.ca/LTCvolunteer, and volunteer application form.



Recreation and Therapy

Summer

We felt the heat this summer, but we stayed cool with some great programs that brought lots of energy, smiles, and sunshine. We started things off with a fun Canada Day party, followed by a Carnival in the Serenity Garden. Both activities were big hits full of music, laughter, and fun.



Our minds got a workout with word games, themed trivia, and cognitive classes, and we made the most of the beautiful weather by spending time on the patio and in the garden. There were cold treats, live entertainment, relaxing walks, and plenty of moments to enjoy the fresh air.

One of the most exciting additions this year was our new Therapeutic Gardening program. We installed four raised garden beds and filled them with plants that smell great, look beautiful, and feel amazing to give everyone a chance to connect with nature in a meaningful way.

Essential to our residents' well-being, the Therapy team has been a continued source of support this summer, providing treatments and exercise classes for residents. Their work helps restore physical function, prevent muscle and joint decline, and ensure safe, effective use of mobility aids and equipment, all while making a meaningful difference every day.

September

We have some meaningful moments planned this month, starting with Grandparents Day. On September 7, join us in the Auditorium as we celebrate the wisdom, warmth, and wonderful stories of our grandparents.

Grandparents Day

Later in the month, we will come together to honour National Day for Truth and Reconciliation. On September 30, we invite everyone to join us in wearing orange in solidarity and support.

Staff News

In the recent weeks we have said “see you later,” to two friendly faces in the Recreation and Therapy Department. Renee Allan, one of our wonderful adjuvants, and Mackda Donkor, our stellar recreation summer student, both are heading off to school this month to continue their education journeys. Best of luck, Renee and Mackda; we hope to see you soon!



Nursing

Fall Influenza campaign

With the end of summer quickly approaching, we are preparing for the winter months ahead with a focus on infection control. Our annual influenza vaccination campaign for residents, staff, and volunteers will take place this fall. We strongly encourage everyone to get vaccinated against the flu, as living in a long-term care home combined with advanced age and chronic conditions puts most of our residents at very high risk for complications from influenza.

COVID-19 booster doses are recommended every six months for eligible long-term care residents. A fall COVID-19 booster campaign will be available for residents, and if recommended by Public Health, booster shots will also be provided to staff. The RSV vaccine will also be available for eligible residents, offering an added layer of protection against respiratory illness.

Additional details will be shared closer to the start of these campaigns, at which time those interested can speak with their home area nurse or the IPAC Practitioner to sign up. IPAC Week will be celebrated this fall, with opportunities for additional staff education and engagement in infection prevention and control.



Infection Prevention and Control (IPAC) reminders

Family, staff, volunteers and visitors:

- Please be reminded to complete self-screening and if you are sick, please stay home.
- Please ensure that you wash your hands or use an alcohol-based hand sanitizer at the Four Moments of Hand Hygiene.
- Follow all infection control signage and instructions posted at entrances, home area doorways, and resident rooms.
- Ensure that all resident personal items are labelled as residents should not be sharing these items.

Thank you for your ongoing support!



Nursing continued

Footcare

We are pleased to introduce Sole Renewal Footcare and Wellness as the new provider of professional nursing foot care services at your long-term care facility starting in September 2025.

Sole Renewal's experienced Foot Care Nurses specialize in providing gentle, preventative care to support the health, mobility, and comfort of residents. Regular foot care can help maintain skin integrity, prevent problems, and promote overall wellness. Services may include nail trimming and filing, care for calluses, corns, ingrown nails, and fungal nails, as well as recommendations for further medical care when needed.

All care will be delivered by independent, insured Foot Care Nurses who use safe, evidence-based techniques and maintain the highest standards of infection control.

To proceed with services, consent and payment authorization forms are to be completed and returned to Sole Renewal (consent forms and information packages will be provided at all resident home area nursing stations). As information is received, appointments will be booked beginning in September, and they will be booked automatically on a five-week basis unless service is cancelled by the resident or POA by contacting our office.

Payment options are included in the information package.

If you have questions before getting started, please don't hesitate to contact Sole Renewal (contact information below) as they are here to help make this transition smooth and ensure your loved one receives high-quality, compassionate foot care.

Natalie Doucet CEO/Owner & Advanced Foot Care Nurse
Sole Renewal Footcare and Wellness
Phone: 289-481-0298
crystal@solerenewalfootcare.ca
Fax: 289-201-2256



sole renewal
FOOTCARE & WELLNESS

Nursing continued

Mandatory training 2025

The 2025 staff mandatory training completions are in full swing! Please ensure you complete your training by the deadline of October 8, 2025.

Please refer to the mandatory training memos sent via email, for details specific to your collective bargaining unit.

We appreciate your dedication to this annual requirement.

Students

We say goodbye to our summer students who worked with us from May to Labour Day. They provided some relief for our permanent full-time and part-time PSWs to have vacation time during the summer months.

We continue to work with our local colleges and universities to provide opportunities for Personal Support Worker (PSW), Registered Practical Nurse (RPN) and Registered Nurse (RN) students to complete their clinical placements. Clinical placements give students valuable work experience in long-term care, while the homes benefit by expanding our workforce.

Thank you to our staff for welcoming the students to the home and being preceptors/mentors. We will be celebrating our dedicated preceptors on Preceptor Appreciation Day, September 24, 2025.

Environmental Services

Serenity Garden

We continue to make enhancements to our beautiful Serenity Garden. Most recently we have installed two new concrete pads to allow for improved access of mobility aides.

Thank you to Susan Leask for her hard work in keeping our Serenity Garden beautiful and in bloom!



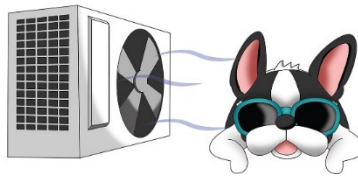
Environmental Services continued

Emergency exercise

Hillsdale Terraces and Hillsdale Estates will be executing an emergency Code Green (evacuation) and Code Orange (external disaster) exercise on September 17. These exercises are mandated by the Ministry of Long-Term Care and must be practiced every three years.

Cooling tower

Our new cooling tower (roof top air conditioner) ran like a charm this past summer. We are happy to report it kept the Terraces nice and cool during the summer hot spells.



Food Services

Enhancing the resident dining experience

We are excited to share an ongoing initiative focused on improving the dining atmosphere for our residents. Recognizing that mealtimes are a meaningful part of daily life, we are committed to creating a space that promotes comfort, dignity, and enjoyment.

As part of this effort, our team is conducting dining room audits to assess current practices, identify opportunities for enhancement, and track our progress. Staff involved in dining services will receive education and support to strengthen their role in fostering a welcoming and person-centered mealtime experience. Resident feedback is being actively reviewed to help guide decisions, ensuring the changes we make reflect the preferences and voices of those we serve.

Looking ahead into the remainder of 2025 and 2026, long-term planning will explore potential updates to decor and layout that contribute to a more inviting dining space. This project is a collaborative effort, and we welcome input from residents and families as it continues to develop.

While we're working toward these future improvements, we are keeping fresh with barbecue inspired meals served right in the home areas. Our team has been firing up the grill to bring residents classic seasonal flavours as part of their regular dining experience, no need to leave the comfort of home to enjoy a taste of the season!



Administration

As we head into the colourful fall months, I would like to extend deep appreciation to the staff, residents, families, and volunteers that make Hillsdale Terraces such a wonderful place to work and live. It is obvious to all who enter the home how vibrant our community is and how it is thriving. Autumn is a time for reflection and celebration and the Terraces has many themed events and meals planned for the residents. We hope that you will join us in these events.

The summer was certainly a hot one this year and a special thanks goes out to our staff who ensured residents were well hydrated, especially when going outside. Summer was celebrated with cool refreshments, barbecues and the annual garden party in August that was hosted by our amazing Family Council. Fun was had by all.

I would like to recognize Natalie McGovern-Martin, Social Worker who planned a beautiful Butterfly Memorial in August, in memory of the residents who left us this past year. It was a very touching and moving event.

As we now prepare for the fall, we will soon be starting our resident and staff flu campaigns, as well as offering COVID-19 boosters, under the direction of Public Health. As we do every year, we will also be reaching out to residents and families for participation in the Resident and Family Satisfaction Survey. Your feedback is very important to us as it serves to assist in enhancing our services and preparing our operational plans for the next year.



Attention staff and visitors, please be reminded that there is to be **no smoking on Hillsdale Terraces and Hillsdale Estates properties**, as per municipal bylaw.

Residents may smoke in the gazebo only.

Thank you for your cooperation.

~Lisa Mizzi, Administrator

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

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