



# Long-Term Care & Services for Seniors Division

## Hillsdale Estates Newsletter

### Issue 3, September 2025



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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 and Dignity, Excellence

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

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### **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.

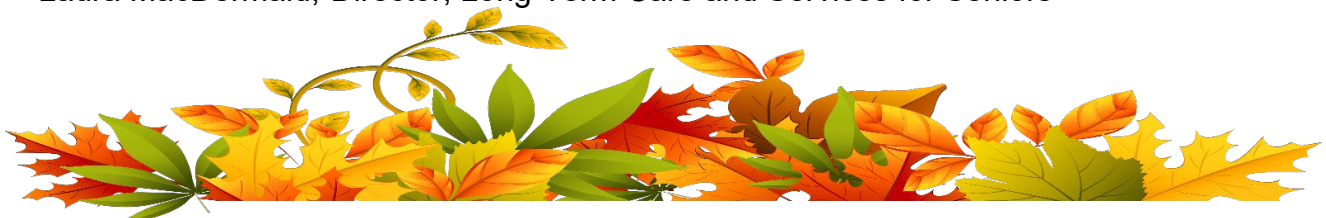
On September 30, the Region of Durham and our long-term care homes will observe the National Day for Truth and Reconciliation. We invite you to join us in remembering and honouring the survivors of residential schools, along with their families and communities.

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  
Tammy Clarke, Administrative Assistant at 905-579-1777 ext. 6314.**

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## 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.



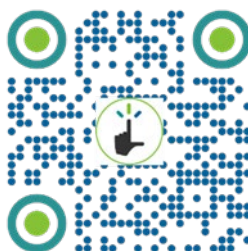
### Training

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!



## Wound Healing Month (June)



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](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.



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## Infection Prevention and Control

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 2<sup>nd</sup> 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.



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## 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.



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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 at 10 a.m.

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](http://HillsdaleEstatesFamilyCouncil.com).

Welcome Carlo Molinaro to the role of Family Council Chairperson. As the summer comes to an end and we gear up for the fall, monthly meetings will resume in September. The next meeting is on September 27 at 10 a.m. in the Auditorium.

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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 23 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 them.

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## Volunteer Corner

It's time to get involved with your community! Volunteer to gain 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! If you have any suggestions, questions or concerns, you can email Cladell Darmanie at [cladell.darmanie@durham.ca](mailto:cladell.darmanie@durham.ca) or call her at 905-579-1777 ext. 6332.



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## Recreation and Therapy



### Events

During the summer months, residents and family members enjoyed shared outdoor events between Hillsdale Estates and Hillsdale Terraces such as a community concert with the Peppershakers, Mega Bingo and the installation of a community garden.

Several outings were planned to include The Keg, Lakeview Park, Boston Pizza, Oshawa Centre, Pickering Casino and Teddy's restaurant. In June we celebrated Senior's Month and hosted Fiesta Cultural Celebration, Father's Day event, strawberry social and a Pride Month Pub.

### 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.



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## Nursing

### Caregiver resources: support groups at the Estates



Our Social Work team would like to remind caregivers that the drop-in support groups are continuing for 2025. Group participants have expressed satisfaction with being able to come together with other caregivers who are experiencing similar situations as them or 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.

Please see upcoming sessions below and be advised that **no registration is required to attend**, as this is a drop-in program. 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 16, 2 to 3 p.m.
- October 21, 2 to 3 p.m.
- November 18, 2 to 3 p.m.
- December 16, 2 to 3 p.m.



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

- September 16, 4 to 5 p.m.
- October 21, 4 to 5 p.m.
- November 18, 4 to 5 p.m.
- December 16, 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 ext. 6323 or [Erika.Gilbert@durham.ca](mailto:Erika.Gilbert@durham.ca).

**Sherin Surenthiran** – Social Worker for the third floor, Trillium Trail and Pineridge Place, 905-579-1777 ext. 6441 or [Sherin.Surenthiran@durham.ca](mailto:Sherin.Surenthiran@durham.ca).

### InterRAI LTCF Transition

**International Resident Assessment Instrument (InterRAI) Long Term Care Facilities (LTCF)** is a comprehensive, standardized system for evaluating the needs, strengths, and preferences of persons in LTC. In July Hillsdale Estates transitioned to InterRAI.

A “HUGE” thank you to the RAI team for their dedication, expertise and commitment to learning the new system and training all PSW staff. Their leadership ensured a smooth and effective rollout.

### Nursing Leadership

Please join me in congratulating Claire TAAsin-Lau who has accepted the permanent role of Assistant Director of Care (ADOC) effective August 6, 2025.

With this role comes a few changes in the reporting structure within the nursing department. The following management exempt positions will now report to the ADOC:



- Infection and Prevention and Control
- Coordinator of Admin Services
- Social Workers

The Resident Care Coordinators and the ADOC will report to Jenny Little, Director of Care. Effective early September, Alyssa Alves, Resident Care Coordinator will commence a maternity leave and will be temporarily replaced by Lynn Bentick. Lynn's role will be replaced through the recruitment process.

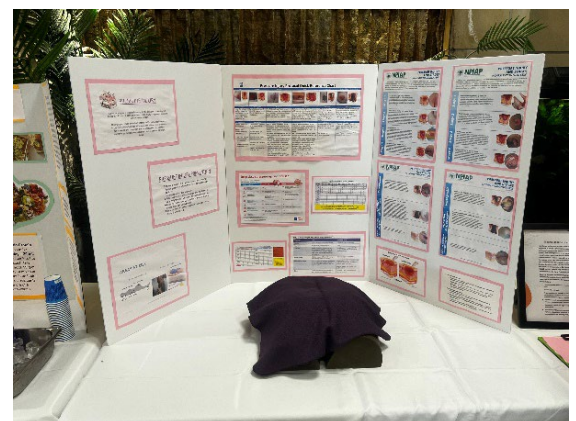
Effective September, Jean San Luis, Manager of Nursing Practice will also be taking a maternity leave and will be replaced temporarily through the recruitment process.

Congratulations Alyssa and Jean, we wish you well on your new journey with your little bundles of joy!

### Wound Healing Month celebration

June was Wound Healing Month. To celebrate, members of our Skin and Wound Committee set-up an interactive booth in the lobby with a kick-off on June 24. This booth showcased interdisciplinary interventions that are offered at our Home in preventing and healing wounds. Other highlights from this week included a success story about a resident's wound healing journey (acknowledging our team from Lavender Lane); a mannequin simulating potential for skin breakdown due to incorrect positions challenging staff to spot issues and correct them; and a raffle draw.

This is our second year celebrating Wound Healing Month at Hillsdale. It was made possible through the effort of our Skin and Wound Committee. Thank you!



## Foot care

Please welcome Sole Renewal Footcare & Wellness, who will be available in September to offer footcare services to our seniors. Consent forms and information packages will be available at all resident home area nursing stations.

Please see letter to residents and families from Sole Renewal Footcare and Wellness below:

Dear Residents & Families,

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

Our 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 is 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, we require the **Consent & Payment Authorization forms** be completed and returned to our Office Manager, Crystal, by **email or fax** (details below and forms are included in the package available on the resident home area). As we receive this information, we will book appointments to begin in September, and they will be booked automatically on a 5-week basis unless service is cancelled by the resident or POA by contacting our office.

We are able to directly bill Green Shield and Veterans Affairs for those who qualify. All others will receive invoices via email.

If you have questions before getting started, please don't hesitate to contact our office. We are here to help make this transition smooth and ensure your loved one receives high-quality, compassionate foot care.

Warm regards,

Natalie Doucet **Natalie Doucet** CEO/Owner & Advanced Foot Care Nurse Sole Renewal Footcare & Wellness

289-481-0298 [crystal@solerenewalfootcare.ca](mailto:crystal@solerenewalfootcare.ca) Fax: 289-201-2256



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## Environmental Services

### Laundry CQI Update: New Resident Clothing Labelling Procedure

In July we launched a new and improved labelling procedure for resident clothing at Hillsdale Estates. This change follows a comprehensive review and input from various stakeholders, including residents, families, and staff, as part of our Continuous Quality Improvement (CQI) plan. Our goal is to enhance the efficiency and accuracy of clothing labeling while minimizing unnecessary steps.



**What Changed:** A new clothing labelling bin is available near the reception area for families, visitors, and residents to utilize.

#### When new, unlabelled clothing needs to be labeled:

1. Complete the **Record of Clothing for Labelling** form.
2. Place the completed **white** form and the clothing in a clear plastic bag.
3. Keep the **yellow** copy for your records.
4. Tie the bag securely and drop it in the designated

labelling bin near reception.

#### What Happens Next:

The Environmental Services team will collect the labelled bags daily. They will ensure the clothing is properly labelled, laundered, and returned to the resident in a timely manner.

#### Why This Is Happening:

By centralizing the process and eliminating the need for families to bring clothing directly to the unit, we hope to reduce unnecessary steps and minimize the opportunity for errors. This streamlined process ensures that all clothing is handled efficiently and delivered with care.

We appreciate your co-operation and support as we work together to improve the experience for our residents.

Thank you for your attention to this new procedure. Should you have any questions or need further clarification, please don't hesitate to contact me.

### 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 kilometres 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.



## Tub/shower room renovation update



The tub/shower room renovations are coming along! We are expecting Primrose Path, Lavender Lane and Trillium Trail to wrap up by the end of September. The next and final phase (Strawberry Field, Blueberry Hill, Apple Blossom) will start afterwards and are expected to be done by Christmas.

## Flooring update

The flooring project on the third and fourth floors is still expected, however we are experiencing a delay to the start time. Please expect the old flooring to be removed and new installed beginning in the new year (2026). A detailed plan will be communicated to staff, families and residents well in advance.

Families/visitors, with the flooring project upcoming, you are strongly encouraged to work with your loved one to remove any items that are no longer needed (i.e. clothing that doesn't fit). It is also recommended that closer to the project start, you consider taking home valuables for temporary storage until your loved one's flooring is complete.

A friendly reminder to all that we cannot accept donations. Upon discharge, or at other times, we kindly ask that you remove clothing, furniture, etc. as we do not have the resources to manage, donate and dispose of these items.

### Emergency codes

We are required by the Ontario Ministry of Long-Term Care (MLTC) to practise our emergency codes. Most are practiced annually, and some are required every three years. 2025 is the year for Estates to practice our Code Green (evacuation). This exercise will take place the morning of September 17 and we will be using approximately a dozen Social Services staff as injects to act as the residents. There will be no disruption to resident services or programming.

This is an important exercise so staff can work through all aspects of our evacuation plan. It also affords an opportunity for Hillsdale Terraces to practice their Code Orange (external disaster/emergency) whereby they will receive our residents (injects) in an emergency. You will note some community partners (Durham Regional Police, Region of Durham Paramedic Services, Salvation Army, etc.) on site observing so they can offer input for continuous quality improvement on our emergency plans. If you have any questions, please do not hesitate to contact Erin Campbell at 905-579-1777 ext. 6321 or any member of the management team.





## Do not be Alarmed

**“Attention:** The fire alarm system is temporarily bypassed. If you discover smoke or fire, please call 911 immediately.”

**“Attention:** The fire alarm system is back in service, please acknowledge all alarms.”

You may hear these announcements from time to time over our PA system. This just means that there is work happening for a period of time that could set off the alarm. Rather than have a false alarm triggered (by plumbing or electrical work for example), summoning the fire department, the system is put on bypass temporarily.

The system will still identify a fire via smoke detectors and pull stations on the panel. Further, the sprinkler system is still functional during this time. The home is fully monitored, meaning as soon as the system is put back in service, any alarm will be automatically dispatched to our alarm monitoring company who will then contact the fire department.



While on bypass though, it is important that a manual call to 911 is made if assistance is required. We are in the fortunate position of being able to draw immediately from three fire stations (Stations 1-Adelaide/Arena, 3-Beatrice/Mary and 4-King/Harmony) which have a response time of only several minutes.

If you have any questions, please contact a member of the Environmental Leadership team.

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## Food Services

### 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.



### 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 in 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!



### Launch of the More Choices program

In response to feedback from the Resident Satisfaction Survey, the Food Services Department introduced the More Choices Program in August to enhance dinner options for residents. Under this initiative, residents are asked earlier in the day for their dinner

preferences. If the day's Main Choice does not appeal to them, they may select from a curated Always Available Menu.

This supplementary menu was thoughtfully developed in collaboration with members of the Food Advisory Group, ensuring it reflects resident input and preferences. By gathering meal selections in advance, the main kitchen can accommodate these requests and deliver personalized meals for dinner.

Additionally, families can partner with Personal Support Workers (PSWs) to assist residents who are unable to make their own selections. Meal choices for these individuals can be submitted up to seven days in advance.

Through this innovative program, we aim to better align our offerings with resident preferences and enhance overall satisfaction with dining services.

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## Administration

### A community of care and respect

If you are a visitor here, you can contribute to our community by:



- Speaking and acting with respect and consideration for all people in the home.
- Respecting the residents' right to privacy and dignity.
- Co-operating with the home's policies in all matters of safety and resident care.

You will be asked to leave the building if you:

- Continue to speak aggressively after having been asked to speak in a respectful manner.
- Behave in a threatening or violent manner.
- Appear to be impaired or intoxicated from drugs or alcohol.
- Possess weapons.
- Take pictures or videos of residents without their consent.
- Visit the home when you are ill with a transmittable condition.
- Refuse to comply with the home policies.

Thank you for helping to create a community of care and respect.



## 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.

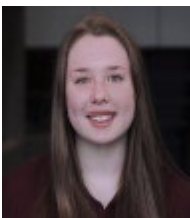


## Summer students

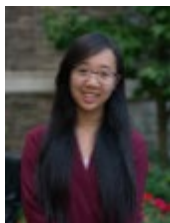
We would like to wish a fond farewell to all our summer students as they head back to their respective programs. We wish them all the best for a successful year!

## Queens's University medical residents

Hillsdale Estates welcomes the Queen's University medical residents from the Family Physician program. An orientation session was held on July 28 and the student residents will begin their placements in August. Please welcome the following to the Hillsdale Team:



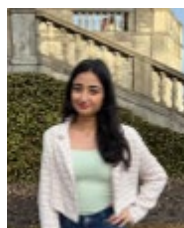
**Dr. Alex Kasatkina** - Hi! I am from Newmarket. I did my medical school at McMaster University and have a special interest in Preventative Health, Women's Health and Palliative Care. In my free time, I enjoy board games, baking, reading, spending time outdoors and traveling. I chose to become a family physician because there is nothing more exciting or rewarding than getting to know your community and working collaboratively with your patients to help them learn more about their health and achieve their goals!



**Dr. Emily Cheung** - Hi! I am from Toronto. I did my medical school at McMaster University and have a special interest in Women's Health. In my free time, I enjoy reading, jigsaw puzzles and crochet. I chose to become a family physician because I enjoy building long-term relationships with patients and supporting them throughout their lives. I believe in seeing the whole person, not just their medical concerns, and being there for them through their ups and downs. It's about understanding their context and working together to find the best path forward!



**Dr. Jas Khangura** - Hi! I am from Brampton. I did my medical school at the University of Ottawa and have a special interest in Emergency Medicine. In my free time, I enjoy basketball, hiking and swimming. I chose to become a family physician because I was inspired by family doctors who are the backbone of our healthcare system. I look forward to serving the diverse communities in Ontario and helping to address the shortage of family doctors!



**Dr. Mansi Mehta** - Hi! I am from Mississauga. I did my medical school at McMaster University and have a special interest in Hospitalist, Rural and Emergency Medicine. In my free time, I enjoy reading, crocheting, swimming and outdoor walks/campfires. I chose to become a family physician because I want to take care of people not only when they are ill but also when they are healthy and thriving. I enjoy forming close relationships with my patients, and being someone they can put their full trust in. I also enjoy being a generalist, and family medicine is a large field where anything is possible in terms of my career trajectory.



**Dr. Shenhav Zaig** - Hi! I am from Toronto. I did my medical school at the University of Toronto and have a special interest in Women's Health, Procedures and Oncology. In my free time, I enjoy crocheting, rock climbing and creative writing. I chose to become a family physician because I love getting to know my patients as people and working together to achieve their goals! I'm passionate about building healthier communities and delivering high-quality healthcare in the neighborhoods where people live and work.



**Dr. Imindu Liyanage** - Hi! I am from Thornhill. I did my medical school at University of Toronto (St. George) and have a special interest in Emergency Medicine and Epidemiology. In my free time, I enjoy playing classical music and carpentry. I chose to become a family physician because I want to be part of a profession that lets me care for the whole person, including managing the full breadth of wellness and disease, while also developing life-long relationships with my patients.





**Dr. Bree Sharma** - I chose family medicine because I am a generalist. FM allows me to make a meaningful impact on people's lives by caring for patients of all ages, backgrounds, and health conditions. I am drawn to the variety it offers, whether it is managing chronic conditions, providing preventative care or navigating the challenges of acute illnesses. I love the idea of building long-term relationships with patients, offering continuity of care, and being a trusted advocate in their health journey.



**Dr. Joshua Tuazon** - Hi! I am from Toronto. I did my medical school at U of T and have a special interest in Emergency Medicine. In my free time, I enjoy volleyball, skiing, snowboarding, scuba diving and hiking. I chose to become a family physician because I want the flexibility to practice broad-scope medicine, including office-based and emergency medicine.

### Visiting pets in the home

We are happy to welcome visiting pets into our home. Please review the following requirements to ensure the safety of the residents and pets.

1. The Visiting Pet Agreement must be completed and approved by the Manager of Recreation and Therapy/Designate prior to the pet being allowed to visit the Home.
2. Proof of the animal's yearly check-up and documentation from a veterinarian will be provided to the home on an annual basis. Documentation will verify that the animal has been:
  - a. Fully vaccinated for zoonotic diseases, including rabies, according to provincial regulations and preventative medications (e.g. heartworm prevention) as determined by a licensed veterinarian.
  - b. Examined and found to be free of hookworm and other parasites, fleas, and any skin lesions that could be associated with bacterial, fungal, or viral infections.
  - c. Declared to be healthy and free of diarrhea.
  - d. Found to be obedient, good tempered, and house-trained.
3. All pets must be on a short leash and accompanied by their owner at all times.
4. Pets must be at least one year in age and have been in your care for over six months.
5. Pets must be clean and well groomed.
6. Pets cannot have consumed a raw food diet in the last 90 days.

7. Do not bring animals on site if they are unwell or if they have been near someone who is isolating for the last 14 days.
8. Hand hygiene must be performed before and after each visit.
9. All animals are restricted from resident care areas (ie., tub rooms), precaution and isolation rooms, food preparation and dining areas, clean and sterile supply areas, medication preparation rooms, and laundry rooms. Pets are restricted from entering rooms with Residents who have open draining wounds, pneumonia, or blood stream infections.

Pets are not permitted in a Resident Home Area (RHA) if it is in outbreak and pets are not permitted to visit the Home if the entire Home is in a declared outbreak.

10. Any bite or scratch sustained from the animal will be reported to the Manager of Recreation and Therapy to obtain appropriate first aid. Injuries shall be reported to the Infection Prevention and Control (IPAC) Practitioner/designate.

The IPAC practitioner/designate must report all bite or scratch incidences to Durham Region Public Health (DRPH) as per Regional requirements.

11. All pets must be socialized and people friendly. The Home may ask the animal to be removed from resident area(s) at any time should a problem with the pet arise.

If you are interested in bringing your pets to visit, please pick up a registration package at our reception desk.

### **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.

## Business office

The Business office will be closed on the following dates:

- September 1 to observe Labour Day.
- September 30 to observe National Day for Truth and Reconciliation
- October 13 to observe Thanksgiving.
- November 11 to observe Remembrance Day.



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

Hillsdale Estates  
590 Oshawa Blvd. N.,  
Oshawa, Ontario L1G 5T9  
905-579-1777

durham.ca

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