



Long-Term Care and Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 4, December 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

As we enter the holiday season, I want to extend warm wishes to all residents, families, volunteers and staff. We look forward to the special events planned this month and hope they bring joy and connection to our homes.

This is also influenza season, which is why we are encouraging everyone to get their flu shot. Vaccination helps protect you and those around you and supports a safe and healthy community.

Construction of the new 200-bed Seaton Village long-term care home is well underway and remains on schedule for completion in the fall of 2026. Early in the new year, we will begin our plans for staffing the home. Our wait list for admission, managed by Ontario Health at Home, will be open approximately four months prior to welcoming our first resident. If you have any questions about the new home, please reach out to a member of the home management team.

If you are new to Hillsdale Terraces, welcome - we are glad you're here. Residents and families are encouraged to participate in Resident or Family Council to stay involved and share feedback.

We wish you a warm holiday season and a healthy, happy 2026.

~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.**

Low-scent environments

A reminder that our homes are low-scent environments. Residents, families, visitors, and staff are asked to avoid using scented products, as exposure to chemicals, particularly in scented products and fragrances, can trigger serious health reactions in some individuals including those with asthma, migraines, chemical sensitivities, and allergies.



RAVE call update

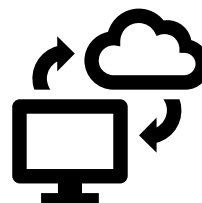
During the pandemic, our homes used RAVE calls to alert families of outbreaks within the homes, however, this process is now changing. Homes will now only send RAVE calls in the event of an emergency in the home such as an evacuation. As of January 1, 2026, RAVE calls will no longer be used to share outbreak information and outbreaks will be communicated through email notification to the emergency contact for affected residents. Signage will also be posted on the front door of the home and on the home area doors during an outbreak. If you are unsure whether you will receive outbreak notifications via email, please see the Administrative Assistant in the home.



Public Wi-Fi

The home provides public access Wi-Fi intended for basic use only (i.e., email, messaging). It is not designed to support devices that require continuous or high-speed internet connectivity (i.e., smart devices, streaming, etc.). It's important to understand that public Wi-Fi can experience reliability issues, particularly during high usage periods, and does not come with guaranteed service.

For residents seeking a more stable internet connection with fewer disruptions, we recommend that families consider purchasing a dedicated internet plan for their loved one. Bell and Rogers offer plans and services to ensure more reliable connectivity for residents who frequently use internet for day-to-day activities. The Region is not responsible for connectivity issues or data security on public Wi-Fi.



Community Paramedicine for LTC+ Resident Experience Survey

The Ontario Ministry of Long-Term Care is working with Community Paramedicine teams across Ontario to evaluate the Community Paramedicine for Long-Term Care+ pilot program. For residents and families who have had direct involvement with the community paramedicine program, we invite you to share your feedback about the care and services provided through this pilot. Your responses will help the Ministry understand how well the program is meeting the needs of residents and will inform future improvements.

Please scan the QR code below or visit

<https://forms.office.com/pages/responsepage.aspx?id=KRLczSqsI0u3ig5crLWGXPXgyNVD9pGrh1ICsAB-KhUNUIySzdHRUpQT0xNWFVJQ0RGQzNNMEIFVy4u&route=shorturl>



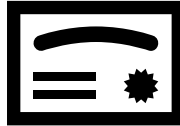
Your participation is greatly appreciated and vital to the success of the program.



Practice and innovation

SWAN Certification

Congratulations to Brett Chiasson, RPN (Lakeview Manor) and Kim Burnus, RPN Clinical Lead (Hillsdale Estates), on achieving the SWAN - Skin Wellness Associate Nurse certification in September. This strengthens our division's wound care expertise and supports consistent, evidence-based practice.



Falls Prevention Month

November is Falls Prevention Month. Each home's Falls Prevention Team is leading targeted education and quick-reference activities to reinforce high-impact practices that reduce risk and support resident mobility.

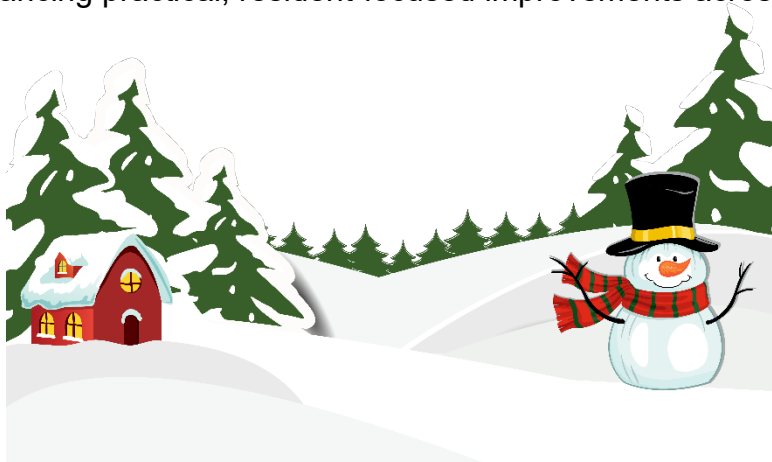
Mandatory training

Thank you to everyone who completed your modules. We have reached 99.33 per cent completion as of November, demonstrating strong compliance and a commitment to safe, reliable care.

Palliative care enhancement

The project has delivered a new palliative care assessment, a policy update, and revised care conference documentation. To date, more than 700 staff have completed education on the Palliative Approach to Care, and palliative and grief and support champions are active in each home. For details, contact your Manager of Nursing Practice (MNP) or Palliative Care Clinical Lead.

Thank you for advancing practical, resident-focused improvements across our homes.



Research and innovation recognition

Our division received the Nancy Snobelen Award of Excellence in Research – Organization for leadership in building research and innovation partnerships. Recent work includes the staffing stability study, the development of micro-credentials in palliative and dementia care, and an exergaming pilot for Infection Prevention and Control (IPAC) skills.

From the practice team, Nitha Reno presented at the conference on Building Leadership from Within: A Collaborative Model for Clinical Excellence in Long-Term Care.



Quality

2025 satisfaction surveys

Thank you to all residents and family members who completed the 2025 satisfaction survey. Our third-party company is currently reviewing and creating individual home reports. We will use this valuable feedback at our strategic planning day in 2026, and homes will be creating action plans based on the survey results.



Introduction of Automated External Defibrillators (AED)

We are introducing an Automated External Defibrillator (AED) into our LTC homes as part of our commitment to resident, staff, and visitor safety. An AED is a device used during sudden cardiac arrest to help restore a normal heart rhythm. It is simple to use and can save lives when used quickly and properly. The AED will be housed in the lobbies of the LTC homes.

For emergencies involving non-residents (such as visitors or staff), any member of the public may use the AED. However, we strongly recommend that you alert staff immediately, as they are trained to respond quickly and effectively. In accordance with our policies, only registered staff are authorized to use an AED on residents.

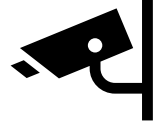
Our Code Blue Policy ensures we adhere to residents wishes and advanced care plans and code status. When required, a coordinated and rapid response to any life-threatening medical emergency is organized by our registered staff who are trained annually in Cardiopulmonary Resuscitation and AED use.



Policy updates

Throughout the year, we will be providing information in this newsletter about some of our recent policy changes that impact residents and families.

- **Use of Communication, Surveillance, and Hybrid-Use Devices in Resident Rooms –** This policy supports the responsible use of communication, surveillance, and hybrid-use devices to enhance resident quality of life while ensuring privacy, dignity, and legal compliance. It clarifies legal restrictions under the Criminal Code of Canada and the Personal Health Information Protection Act, including prohibition of audio recording and unauthorized interception of private communications. Families wishing to bring in surveillance cameras or smart devices such as Google Nests, Amazon Echoes etc. must do so under the requirements of this policy and be approved by the home's Administrator. For more information on this policy, please see the home's Administrator.
- **Resident Use of Medical and Recreational Cannabis –** This policy was revised to clearly identify the requirements for three different categories of cannabis use: Recreational, Medical use, and Cannabis-Based Prescription Medications. The policy outlines clear procedures for all three types of cannabis, responsibilities of use, prescribing, ordering, acquisition, consumption, administration, storage, possession, disposal, limits to acceptable use and complaints procedures. For more information on this policy, please see the Director of Care or a Resident Care Coordinator.
- **Code Blue Policy –** This policy has been updated to include the introduction of Automated External Devices (AED) into the lobbies of each long-term care home. While the AED can be used by and for any member of the general public, only registered staff members can use the AED on residents once code status has been determined. For more information on this policy, please see the Director of Care or a Resident Care Coordinator.



Infection Prevention and Control (IPAC)

As we cozy into the Fall and prepare for the Winter season, your IPAC team is here with some important updates and gentle reminders to keep everyone safe and healthy!



Our homes celebrated IPAC Week from October 20 to 24 with activities, quizzes, and kicking off vaccination clinics for residents and staff.

Families were contacted to consent for eligible residents to receive influenza, RSV, COVID-19 vaccines, and Tamiflu. For anyone who may be outstanding and wishes for their family member to receive any of the above vaccines, please reach out to the IPAC Practitioner in your home.

Lakeview Manor – Top Shots Award!

Congratulations to Johnny Anagnostopoulos and all the staff at Lakeview Manor for achieving the highest staff influenza immunization rate in all long-term care homes in the Durham Region. Lakeview Manor was recognized at the Durham IPAC Education Day in October. Congratulations!



This fall, we welcomed back Emila Siwik to Hillsdale Terraces as the IPAC Practitioner. We also welcomed RN placement students who supported training, education, and immunization efforts - thank you to:

HE: Dwayne Davila and Joshua Caparas

FVL: Tamara Parchment

IPAC practices

The following are gentle reminders regarding the importance of IPAC practices that will assist with preventing the spread of germs this season:

- **Passive self-screening** is required before entering the home to visit. If you have any new or worsening symptoms, please refrain from visiting until symptoms have improved, and then be sure to wear a mask for the remaining 10 days when visiting. Any questions, reach out to your IPAC practitioner.
- **Hand hygiene** is a must! When entering the home, please be sure to complete hand hygiene with sanitizer provided at the visitor sign in station.
- **Outbreaks** will be communicated, and personal protective equipment (PPE) guidance will be posted in affected areas. If a loved one is placed in isolation due to symptoms, be sure to don PPE according to the signage posted on the resident door.



Wishing everyone a healthy, happy, and safe winter season!



Hillsdale Terraces news

Family Council

Family Council meetings

In keeping with our focus on educating families about the clinical programs and services provided at Hillsdale Terraces, Family Council hosted several very informative speakers this fall.

At our October 8 meeting, Family Council welcomed Natalie Doucet and Crystal White from Sole Renewal Footcare and Wellness. Sole Renewal was awarded the footcare contract for the Region of Durham's long-term care homes, effective September 2025. Natalie introduced the nursing staff who will service our Hillsdale Terraces residents. She spoke about the treatments and products they offer and their holistic approach to care for their clients, especially those with diabetes. Information about the service has been posted on our Family Council board in the lobby. For more details about the service, families are encouraged to contact the RN on their home unit.

Nurse Practitioner (NP) Week was celebrated from November 8 to 16, recognizing the exceptional care NP's deliver every day. Family Council welcomed Stephanie Breurkes, Hillsdale Terraces nurse practitioner to our November 12 meeting. Stephanie provided families with an update on the current medical initiatives and Quality Improvement Programs she is leading and discussed their benefits to resident care. Families thank Stephanie for her exceptional dedication, care, and service to our residents at the Terraces. Your efforts are appreciated throughout the year.

Interprofessional Quality and Resident Safety Committee

Catherine Pezzano, co-chair of the Hillsdale Terraces Interprofessional Quality and Resident Safety Committee (IQRS) shared the 2025 Quality Improvement Plan with families. This year the focus has been on reducing the number of harmful falls and improving resident satisfaction by creating more opportunities for residents to participate in meaningful activities, making the resident dining experience more enjoyable and for staff to get to know our resident's life stories.

Entertainment by West of 60

On Sunday November 17, Family Council was pleased to sponsor the second musical performance of 2025. Residents and their families were entertained by West of 60, a popular local band of performers who performed The Soundtrack of Our Lives, music from the 1950s to the 1980s.



Family Council continued

Christmas activities and greetings

In December, Family Council will be busy shopping for items on the wish list of two Hillsdale Terraces residents we support at Christmas.

On December 17, the Family Council Singers will join Joyce Squires as she spreads happiness and Christmas cheer to our residents and staff by caroling throughout the home.

Merry Christmas, happy Hannukah and happy Kwanzaa to our residents, families and staff. May the spirit of peace, love and joy be with you all year long and may you have a happy and healthy 2026.



Residents' Council

Holiday basket raffle

The Residents' Council is thrilled to kick off this year's holiday basket raffle! We have two festive baskets up for grabs, and we invite everyone to stop by the table in the lobby to check them out and purchase raffle tickets. Every ticket you buy helps support resident programs and services, directly contributing to enhancing the quality of life in our home.

Don't miss your chance to win, and to give back.

Volunteer corner

Thank you volunteers

A special thank you to all of Hillsdale Terraces volunteers who took offered their time throughout the summer months and continue to help during these busy upcoming months. The residents truly appreciate your helping hands.

Community event

The Volunteer Services Department attended a Durham Region Volunteer Association fair in November. We will reach out to all demographics in the community for volunteer opportunities. The past events have always been success, providing awareness and promotion regarding volunteering with the senior population.

Flu season

Please keep in mind that flu season is approaching. All volunteers are required to follow all mandatory guidelines and pre-cautionary measures. If you have any questions, please contact Volunteer Services.



Volunteer corner continued

Volunteers needed

Share a helping hand and come out to volunteer. We continue to look for volunteers to assist with our tuck-shop and evening programming. Please contact Volunteer Services if you are interested.

As you grow older, you will discover that you have two hands, one for helping yourself, the other for helping others. ~Audrey Hepburn

Recreation and Therapy

Resident Satisfaction Survey

This year's Resident Satisfaction Survey was conducted with the support of volunteers from the Social Services Department. Over two days, volunteers helped distribute and collect surveys from residents throughout the home.

Thank you to everyone who participated. Your feedback helps us review current practices, celebrate what we're doing well, and identify opportunities to enhance the quality of care we provide.

Remembrance Day Ceremony

On November 6, a heartfelt Remembrance Day Ceremony was held to honour the veterans who served our country. Organized by our Recreation Team, in collaboration with volunteers from the local Royal Canadian Legion, the ceremony brought our home together in reflection and gratitude.



Residents gathered in the auditorium on November 11, to watch the live broadcast of the Remembrance Day parade and ceremony from Ottawa. Poppies lined the front entrance and driveway, and our community board was updated to pay tribute to those who served.

These meaningful gestures offered a shared moment of remembrance and appreciation.

Holiday Bazaar

On Wednesday, December 3, from 10 a.m. to 3 p.m., Hillsdale Terraces will be hosting a holiday vendor show in the lobby for residents, families, and staff to do some holiday shopping.

Keep your eyes peeled, a holly jolly visitor might be making a surprise appearance in the morning. You never know who might show up in red!



Recreation and Therapy continued

Spreading holiday cheer

Hillsdale Terraces is already feeling the warmth and generosity of our local community. It's a busy month ahead, with many holiday celebrations planned throughout December.

A heartfelt thank you to the staff, visitors, residents, and community members who are donating time and gifts. Your kindness brings joy and comfort to our residents. We're especially excited to welcome Durham Regional Police Services and the O'Neill High School Choir on December 8, for a festive performance that's sure to lift spirits.

If you'd like to contribute, be sure to check out the Giving Tree in the lobby. Each tag represents a resident and includes a suggested gift idea. We're working hard to personalize gifts for each resident to help make Christmas morning truly special. Your support helps make the season brighter for everyone in our home.

Nursing

WeRPN award recipient – Jackie Manuliak, BSO RPN

On October 23, Jacklyn Manuliak, BSO RPN, was awarded the WeRPN award for Excellence in the Care of Older Ontarians at their Annual General Meeting in Markham.

Jackie was nominated by Stephanie Breurkes, NP, for her hard work and dedication to the residents of Hillsdale Terraces especially to those residents under the care of the Behavioural Supports Ontario (BSO) team. Jackie has shown in her time at the Terraces that she has a passion for geriatric care and a strong voice for advocacy. Please congratulate Jackie when you see her in the home.



Environmental Services

Labelling of new clothing



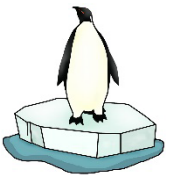
With the holiday season around the corner please remember to have all new clothing items labelled. If you would like to have them labelled ahead of time, to allow you to wrap and gift them please contact Environmental Services at ext. 5051

Inspection of furniture

Please remember that all new furniture that is being brought into the home must be inspected and approved by the occupational therapist and Environmental Services. We are bound by the Ontario Fire Code and Provincial Health and Safety regulations to ensure we have a safe home for all residents and staff.

Weather safety hazards

As a reminder with the cold and inclement weather around the corner, should you see any hazards outside such as icy or snowy patches please notify Environmental Services at ext. 5055 immediately so we can attend to the issue.



Food Services

Food Services leadership

We are pleased to announce a change in leadership within the team. Heather Toll has stepped into the role of manager of Food Services and is looking forward to continuing to support both residents and staff. The registered dietitian position will be filled soon, and coverage is in place to ensure all nutritional needs are met during the transition. If you have any questions or concerns, Heather Toll can be reached at ext. 5150. We appreciate your patience and support during this time.

Fall/winter menu

Our fall/winter menu officially launched on October 20. We hope you've had a chance to enjoy some of the seasonal offerings. As always, your feedback is welcome and helps us improve the dining experience for everyone.

Fun fact

Here's a fun winter food fact: Did you know Ontario is one of the top producers of greenhouse vegetables in Canada? Even in the colder months, local tomatoes, cucumbers, and peppers are grown in heated greenhouses across the province, helping keep fresh produce on our plates year-round.



Food Services continued

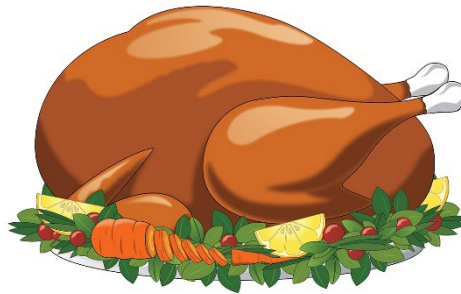
Holiday meal celebrations

Looking ahead, we're excited to invite residents and guests to our annual holiday meal celebrations. This year, we will be hosting two seatings:

- Wednesday, December 10, at 5 p.m.
- Thursday, December 18, at noon

Advanced booking is required for both events and space is limited. Please refer to the posted notices or check with reception for details and deadlines to reserve your spot. We look forward to celebrating the season with you.

We continue to prepare festive meals for all dining rooms during the holiday season.



Administration

A heartfelt thank you

As we conclude 2025, I would like to thank our exceptional staff, volunteers, Residents' and Family Councils, physicians, and families for contributing to the well-being of the residents and for such an amazing year filled with memories, activities, outings, and events that illustrated the strong sense of community and pride that Hillsdale Terraces upholds.

Home updates

Resident and Family Satisfaction Survey

Thank you to all who participated in our Resident and Family Satisfaction Survey. We are awaiting the results of our annual survey and once received we will put plans in place to develop our 2026 operational plans and quality improvement plans.

Respiratory season

The team has worked very hard to ensure residents are up to date with their respiratory illness vaccines. As this is a time of peak respiratory illness, a friendly reminder to please postpone your visit if you are not feeling well. Our home remains a mask friendly home, therefore, please feel free in obtaining a mask when you enter the home. Please also remember to practice good hand hygiene.

Administration continued

Happy holidays!

Wishing everyone a safe and happy holiday season and all the best for 2026!

~Lisa Mizzi, Administrator

★ ★ ★ ★ ★
Happy
★ ★ ★ ★ ★
New Year

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Social Services Department
Long-Term Care and Services for Seniors Division

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