



Long-Term Care and Services for Seniors Division

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

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

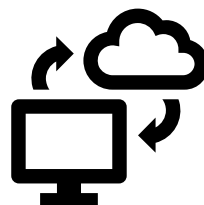
During the pandemic, our homes used RAVE calls to alert families of outbreaks within the homes, however, this process is now changing. Homes will now only send RAVE calls in the event of an emergency in the home such as an evacuation. As of January 1, 2026, RAVE calls will no longer be used to share 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=KRLczSqsI0u3ig5crLWGXDpXgyNVD9pGrh1ICsAB-KhUNUlySzdHRUpQT0xNWFVJQ0RGQzNNMEIFVy4u&route=shorturl>



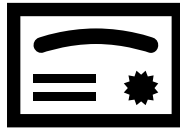
Your participation is greatly appreciated and vital to the success of the program.



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.

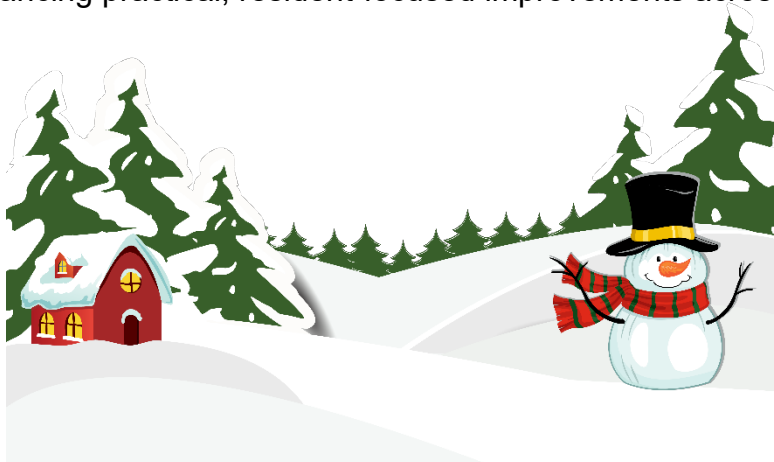
Mandatory training

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.

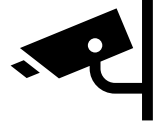
Our Code Blue Policy ensures we adhere to residents wishes and advanced care plans and code status. When required, a coordinated and rapid response to any life-threatening medical emergency is organized by our registered staff who are trained annually in Cardiopulmonary Resuscitation and AED use.



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 Estates news



Welcome to the winter edition of our newsletter. The holiday season is upon us and there are several special activities planned to help us get into the spirit and celebrate.



Family Council

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

The Family Council is dedicated to:

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

Family Council Executive:

- **Chairperson:** Carlo Molinaro
- **Treasurer:** Christine Carr
- **Secretary:** Janet Gammon

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

Contact

Reach out via email at hillsdalefamilycouncil@gmail.com

Or share your thoughts anonymously through the **Family Council Suggestion Box** located at the Reception Desk.

Upcoming Meetings

The Family Council will pause for December 2025 and resume in January 2026. The new meeting schedule is currently being finalized and will be widely shared with families once confirmed.

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

Residents' Council

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

✦ What is Residents' Council?

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

💬 Here's what Residents' Council is all about:

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

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

👥 Residents' Council Executive:

- The Residents' Council is guided by a passionate and dedicated elected Leadership Team, made up of Residents who care deeply about making our home the best it can be.
- The Council is proudly supported by Sherin Surenthiran, our social worker and Residents' Council liaison, who helps ensure every voice is heard and every idea has the chance to grow.

💬 Interested in getting involved or learning more?

- You are warmly welcomed to connect with any member of the Council or reach out to the liaison.

📅 Upcoming Meetings:

- The Residents' Council will pause for December 2025 and resume in January 2026. The new meeting schedule is currently being finalized and will be widely shared with Residents once confirmed.

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



Residents' Council Week – September 15-21

🌸 Celebrating Residents' Council Week – honouring every voice! 🌸

September 15–21 was a special time to shine a spotlight on the heart of our home: **Our Residents and the Residents' Council!**

This week was not only a celebration of the Council's dedication and hard work, but also a tribute to **every resident** in our long-term care community. Whether you attend monthly meetings or simply share your voice in everyday moments, you are an essential part of the Council—and your presence matters.

💖 RC Week was a chance to:

- Recognize the strength, wisdom, and leadership of our residents
- Celebrate the caregivers and staff who uplift and empower Resident voices
- Reconnect with the values of collaboration, respect, and community

To mark the occasion, the Social Work department created a vibrant celebration board in the lobby on behalf of Residents' Council, which offered a moment for people to stop by to reflect, appreciate, and be inspired!

We are excited to continue to foster a home where every voice is heard and every person is celebrated. 🌸



A delicious day to remember – steak luncheon celebration!



On September 16, the Auditorium came alive with warmth, laughter, and the mouthwatering aroma of steak as residents gathered for a special luncheon event. Every home area joined in the celebration, enjoying a savory steak meal paired with delectable sides and a glass of wine—courtesy of the generous sponsorship from the Residents' Council.

The atmosphere was nothing short of cozy and inviting, with the leadership team rolling up their sleeves to help serve and clear tables, adding a personal touch to the afternoon. A heartfelt thank you goes out to our incredible Food Services Department, whose dedication and culinary talents made this event truly unforgettable.

From the first bite to the final toast, it was a beautiful moment of connection, comfort, and community. Here's to many more shared meals and joyful gatherings ahead!



Volunteer corner

Volunteer this winter and make a difference

Winter is here, and it's a great time to get involved in your community. Volunteering is a meaningful way to gain experience, build connections and make a positive impact.

Interested in volunteering?

Visit durham.ca/LTCvolunteer to download a volunteer application. You can email your completed form to the home where you'd like to volunteer or drop it off at the front desk.

We are currently seeking volunteers for the following roles:

- Gift shop assistant
- Special events and outings
- Daily program assistant
- Mail delivery
- One-to-one visiting

Volunteering is a rewarding experience that enriches the lives of our residents. Join us today—we'd love to have you on board!

For questions, suggestions or concerns, please contact Cladell Rock at cladell.darmanie@durham.ca or call **905-579-1777 ext. 6332**.

Recreation and Therapy

Holiday giving and celebrations

The Giving Tree returns!

Starting on **November 28**, the Giving Tree will be back in the front lobby, ready to help make the season bright for our residents. Each tag on the tree represents a resident's Christmas wish. Families are encouraged to pick a tag and participate—**please note** that you are *not* obligated to purchase everything listed on the tag.

All purchased gifts should be returned **unwrapped** with the tag attached by **December 17**. Gifts can be dropped off with **Cladell Darmanie** or at **Reception**.

Let's come together to spread holiday cheer!



Upcoming resident events - December

We've got a festive month ahead filled with music, outings, games and holiday cheer. Mark your calendars and join us for these special events:

- **Dec. 2** – Oshawa Centre outing, 10 a.m. to 1:30 p.m.
- **Dec. 3** – Lakeshore Harmony Band performance, 10 a.m., Auditorium
- **Dec. 4** – DRPS Carollers, 10:30 a.m., Lobby
- **Dec. 7** – Gospel Hour with Dave and Tim, 2 p.m.
- **Dec. 8** – Swiss Chalet outing, 11:15 a.m.
Fireside Social, 6:30 p.m., Lobby
- **Dec. 11** – Dollarama outing, 9:30 a.m.
- **Dec. 12** – Oshawa Centre outing, 10 a.m.
- **Dec. 16** – Hillsdale Bells Christmas Concert, 2 p.m., Auditorium
- **Dec. 19** – Christmas Active Game, 2 p.m., Auditorium
Ugly Christmas Sweater Day
- **Dec. 20** – Christmas Bingo, 2 p.m., Auditorium (holiday prizes)
- **Dec. 21** – Gospel Hour with Beez Band, 2 p.m., Auditorium
- **Dec. 22** – Fireside Social, 6:30 p.m., Lobby
- **Dec. 23** – Baptist Church service, 10:30 a.m., MFSP
PJ Movie Night: Christmas film, 6 p.m., Auditorium
- **Dec. 24** – Merry MEGA Bingo, 2 p.m., Auditorium
- **Dec. 25** – Christmas gift distribution in the morning; afternoon programs to be announced
- **Dec. 31** – New Year's Eve Party, 2 p.m., Auditorium

Let's celebrate the season together with joy, music and community spirit!

Home area holiday parties and events

Residents across the home areas will be celebrating the season with a series of Christmas parties featuring live entertainment throughout December. Here's the full schedule of events, timing and entertainment:

- **Dec. 6**
 - **Lavender Lane** – 10 a.m. – Frantastic
 - **Willow Way** – 1:45 p.m. – Frantastic
- **Dec. 8**
 - **Honey Harbour** – 1:45 p.m. – Brian Gordon
- **Dec. 9**
 - **Primrose Path** – 10 a.m. – Brian Gordon
 - **Maple Grove** – 1:45 p.m. – Brian Gordon
 - **Strawberry Fields** – 6 p.m. – Brian Gordon
- **Dec. 15**
 - **Blueberry Hill** – 10 a.m. – Corby Leigh Kemp
 - **Golden Pond** – 1:45 p.m. – Corby Leigh Kemp
 - **Apple Blossom** – 1:45 p.m. – Frantastic
 - **Trillium Trail** – 1:45 p.m. – Brian Gordon
- **Dec. 18**
 - **Pineridge Place** – 6 p.m. – Emelio Zarris
- **Dec. 22**
 - **Moonlight Bay** – 1:45 p.m. – Brian Gordon



Residents are invited to join the festivities in their home areas and enjoy the music, community spirit and holiday treats. For more details, please contact your home area recreation programmer.

Nursing

In October our Nursing Team welcomed Loajanna (Loaji) Vigneswaramoorthy into the temporary resident care coordinator evenings position and Hanan Mohamad into the temporary Manager of Nursing role. Both bring a wealth of knowledge and experience in Nursing and their clinical expertise and commitment to excellence in resident care will be a tremendous asset to our team. Please join us in welcoming them.



Loajanna (Loaji) Vigneswaramoorthy,
Temporary Resident Care Coordinator



Hanan Mohamed,
Temporary Manager of Nursing Practice

Caregiver drop-in support groups

You're not alone: Join Our Caregiver Support groups in 2026

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

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

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

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

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

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

1. Caregivers who are spouses and partners of Residents

- December 16 – 2 to 3 p.m.
- January 20 – 2 to 3 p.m.
- February 17 – 2 to 3 p.m.
- March 17 – 2 to 3 p.m.

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

- December 16 – 4 to 5 p.m.
- January 20 – 4 to 5 p.m.
- February 17 – 4 to 5 p.m.
- March 17 – 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.
- **Sherin Surenthiran** – Social worker for the third floor, Trillium Trail, and Pineridge Place, 905-579-1777 ext. 6441 or Sherin.Surenthiran@durham.ca.

Celebration of Life

🌸 Honouring Lives, sharing memories – Celebration of Life 🌸

On Friday, September 19, our home came together in a beautiful and heartfelt tribute to honour the lives of residents who passed between May and August 2025. The gentle melodies of our Resident Bell Choir filled the Auditorium, creating a warm and reflective

atmosphere that touched everyone in attendance. It was a moving celebration of love, remembrance, and community.

🌻 Our next **Celebration of Life** will take place on **January 30, 2026**, from **2 to 3 p.m.** in the Auditorium. During this gathering, we will lovingly remember residents who passed between September and December 2025. All are welcome to join us in honouring their memory and the lasting impact they've had on our home. Further details will be shared closer to the date.

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



Nursing leadership office relocations

The Behavioural Supports Ontario (BSO) team has moved to the fourth floor, Primrose Path.

Recently, Marilou DeCastro-Ibe retired from her role as Resident Care Coordinator (RCC). In the interim Loaji Vigneswaramoorthy will assume responsibility for the fourth floor.

2nd Floor RCC: Christy Kuruvilla – Office is located in Trillium Trail

3rd Floor RCC: Lynn Bentick – Office is located in Blueberry Hill

4th Floor RCC: Loaji Vigneswaramoorthy – Office is located in Strawberry Fields

Medication reconciliation

We have adopted the MediSystems Collaborative Medication Reconciliation process for all new admissions to Hillside. This pharmacist-led initiative, in collaboration with physicians and the nursing team, ensures safe, timely and efficient medication ordering.

Holiday wishes:

The entire nursing team wishes everyone a safe and healthy holiday season.

Environmental Services

Environmental Services extends warm wishes to all residents, families and staff for a healthy and happy holiday season.

This is also a great time for families to swap out residents' summer wardrobes for winter clothing to help maximize space in closets and drawers. When bringing new items into the home, please ensure all clothing is clearly labelled with the resident's name and room number.

House 2 tub/shower room renovation update

We'd like to provide an update on the ongoing renovation of the tub and shower rooms in House 2 (Primrose, Lavender and Trillium).

Although the project was originally scheduled for earlier completion, it has experienced delays due to contractor scheduling challenges and several early change orders aimed at improving the final outcome. These enhancements will benefit both residents and staff, and we appreciate your patience during this extended timeline. Please note that the Estates bath team remains in place.

We are actively working with the contractor, as well as our Purchasing and Facilities teams, to expedite the process and are aiming for completion by late November.

The final phase of the tub/shower room renovation is projected to start by December 1. This is planned for completion toward the end of March 2026. It will impact the tub/shower rooms in Strawberry Field, Blueberry Hill and Apple Blossom. During this time, a bath team will be in place to ensure resident care and bathing schedules are not impacted.

Thank you for your continued understanding as we work to enhance the comfort and care environment for our residents. If you have any questions or concerns, please don't hesitate to reach out.

Unlabeled clothing identification

Over the past few months, our Environmental Services team collected a number of unlabelled clothing items that made their way into the laundry system. To help reunite these items with their rightful owners, we hosted a clothing identification event for residents and families from November 12 to 14 in our Auditorium.

The event was well received, with many families and residents successfully identified and claimed personal belongings. Clothing was displayed for viewing, with clear instructions provided for identifying, bagging, and securing items for labelling.

We appreciate everyone's participation and support in helping us keep personal belongings organized and properly cared for. If you have any questions or believe you may have missed the event, please don't hesitate to reach out to our team.



Winter safety

With winter upon us, it's important to stay safe while walking both indoors and outdoors. Snow and ice can create slippery conditions—please take extra care on walkways and wear appropriate footwear.

If you notice an area that requires snow or ice removal, contact Environmental Services at **ext. 6326**.

Should you observe any unsafe conditions inside or outside the building, please let us know right away. We will respond promptly to ensure the safety of everyone.



Gifts and labelling during the holiday season

The holiday season is a time when we all look forward to receiving gifts, including new clothes. Residents' clothes are very important to them and our laundry team at the Estates treat all clothes with tender loving care.

Please buy clothes for your loved ones that are machine washable, will not shrink or damage in hot water, and are colour-fast. All clothes need to be labelled immediately to prevent loss. Labelling forms are kept at all nursing stations. The form has three copies, with one copy of the filled-out form to be given to the resident or family. All clothes are labelled by the laundry staff in the home and are done in the home area where you live. You are always welcome to watch the clothes being labelled.



Reminder: Parking guidelines at Hillsdale Estates

Families visiting Hillsdale Estates are reminded that the front circle is a designated fire route and must remain clear at all times. While brief stops for drop-off and pick-up are permitted, parking in this area is strictly prohibited.

Vehicles left unattended in the fire route may be subject to municipal bylaw enforcement, with fines issued at the owner's expense.

This area also serves as a key access point for the Adult Day Program, which sees frequent arrivals and departures throughout the day. Parked vehicles in the front circle can cause congestion and pose safety risks for residents, visitors and staff.

**VISITORS
PARKING**

Families are asked to use the marked parking spaces available on-site. Your cooperation helps ensure a safe and accessible environment for everyone.

Thank you for your continued support.

The Ontario Fire Code

The Ontario Fire Code speaks to the Accumulation of combustible materials:

2.4.1.1. (1) Combustible materials shall not be accumulated in or around a building in such quantity or such location as to create a fire hazard.

(2) Combustible materials (paper, plastic, fabrics, cardboard, particle board, feathers or other decorative materials) shall not be accumulated in any part of an elevator shaft, ventilation shaft, means of egress, ((Mean of egress means a continuous path of travel provided for the escape of persons from any point in a building or contained open space to a separate building, an open public thoroughfare or an exterior open space protected from fire exposure from the building and having access to an open public thoroughfare and includes both exits and access to exits.) service room or service space, unless the location, room or space is designed for those materials.

The outside of resident room doors are considered part of the means of egress in the event of an emergency. As such, placing combustible materials—such as paper decorations, wreaths, fabric, or other items—on the outside of these doors poses a potential fire hazard and is not permitted under the Code. Items are permitted on the inside of resident room doors. This regulation is in place to ensure the safety of all residents, staff, and visitors.

Food Services

Greetings to Hillsdale Residents and their families and friends from the Food Services department! We wish you joy and contentment for the holidays and the coming year.

The Food Services team is looking forward to providing delicious meals and refreshments throughout the holiday season at the various events planned, as well as special meals for Christmas and New Year's Day.

New fall/winter menu 2025-2026

We're thrilled to announce the **successful launch of our Fall/Winter Menu** at Hillsdale Estates, which officially went live on **October 20**. This seasonal menu has been thoughtfully crafted to feature comforting and nostalgic favorites that our residents know and love—perfectly suited for the colder months ahead.



In addition to the new offerings, our **Always Available Menu** continues to be a cornerstone of resident satisfaction, with consistently high engagement, especially during dinner service.

This launch reflects our ongoing commitment to culinary excellence and resident-centered care. A heartfelt thank you to all team members who contributed to making this transition smooth and successful!

Let's continue serving up warmth, comfort, and joy—one plate at a time.


Staff Festive Appreciation Event

Presented by the Food Services Department and the Hillsdale Estates Leadership Team, we are delighted to continue our annual tradition of celebrating and appreciating our incredible staff with a festive meal this holiday season!

Staff are invited to join us in the **Auditorium on December 17** for a joyful gathering filled with great food and holiday cheer!

Meal Sitzings:

- **First Sitting:** 10:30 a.m. to 12 p.m.
- **Second Sitting:** 2:45 to 4 p.m.

 **Night Staff:** Meals will be available in the **Staff Lounge**

This event is our way of saying **thank you** to staff for their dedication, compassion, and hard work throughout the year. We look forward to celebrating the season with our staff and sharing in some well-deserved festive joy!

Administration

As the year draws to a close, we take this opportunity to reflect on the many accomplishments and the dedication shown by our staff throughout the past year. Your hard work and commitment have been truly appreciated.

We also extend our heartfelt thanks to the families and visitors for their continued support. Your kind words and gestures—shared through emails, letters and phone calls—have meant a great deal to all of us.

We hope you find time to connect with loved ones, including your extended family here at the Estates. The holiday season is a wonderful time to pause, reflect and appreciate all that we have.

Wishing you a season filled with warmth, love, joy and happiness.



Protecting resident privacy

To comply with Ontario's Personal Health Information Protection Act (PHIPA), please note that a resident's room number is considered personal health information. For this reason, **staff are not permitted to share room numbers** with visitors. We kindly ask that family and friends contact their loved one directly before visiting to obtain this information. Thank you for helping us uphold the privacy and dignity of all residents.

Business Office

The Business Office will close at noon on December 24 and remain closed on December 25 and December 26 for the holidays.

Resident banking services will be available on December 29.

For New Year's, the Business Office will close at noon on December 31 and reopen on January 2, 2026.

Holiday safety tips

Happy holidays! To ensure everyone has a safe, enjoyable and pleasant holiday season, please remember the following safety items:

- No candles, matches or lighters in resident rooms.
- All electrical items, such as decorative lights and ornaments, must be inspected and approved by our Environmental Services department.

- No extension cords; approved power bars must be used.
- Food safety:
 - Perishable foods are discouraged, as they pose a potential risk of contamination (e.g., meat or cheese). No one wants food-borne illness or pest problems!
 - Non-perishable food items must be kept in sealed, airtight containers (e.g., chocolates, candies, cookies, etc.).
 - All food and drink items brought into the home for the residents' own consumption must be labelled to include the name of the resident, food item and date brought into the home.
 - **The responsibility of family and friends bringing food into the home for a resident are:**
 - Label items and ensure it is stored safely in a suitable container.
 - Responsibility for the safety of the food. The home does not assume responsibility for foods brought in from outside the home.
 - Family and friends are to ensure that any perishable food brought in is consumed within 72 hours.
 - Family and friends are responsible for being aware of any foods that are unsuitable for the resident's therapeutic diet or texture requirements.



Thank you for your co-operation and all the best to you for a safe, healthy and happy holiday season!

Electronic greetings

Family and friends can send electronic greetings to their loved ones in the home.

Go to the **Long-Term Care** page on the Region of Durham's website at durham.ca.

- Click "Greeting Cards"
- Fill out the resident information
- Select the type of greeting
- Send the message

Messages will be printed off and delivered to residents during weekdays. Senders should consider these greetings like electronic postcards; the contents of the greeting will not be private



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

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