



# Long-Term Care & Services for Seniors Division

## Hillsdale Estates Newsletter

### Issue 3, September 2024



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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**

As summer draws to a close, I want to take a moment to reflect on the many joyful and memorable events that took place over the past few months— from barbeques and garden parties to car shows and more. These activities not only bring smiles to our faces but also strengthen the bonds that make our communities so special.

I would also like to extend a heartfelt thank you to our dedicated staff and volunteers whose hard work does not go unnoticed. To our residents and families, thank you for your trust and partnership. We encourage you to engage with Resident and Family Councils to whatever level suits your interest and availability. Your feedback and involvement are invaluable as we strive to continuously improve our services and ensure that our homes remain places where everyone feels safe, respected and cared for. Please don't hesitate to reach out to any member of our management team whenever you have something to share.

I also want to inform you that the Region of Durham has begun a review of the Regional Long-Term Care Homes. This review, being conducted by third-party consultants, KPMG, aims to ensure we are properly structured, resourced and supported for ongoing success. The review is expected to be completed by the end of the year. There will be opportunities for staff, residents, and their families to participate through focus groups and surveys. Your expertise and insights will be invaluable in helping shape the future of our long-term care homes.

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 Assistance at 905-579-1777 Extension #6314.**

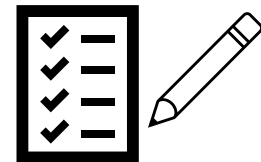
## Quality

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### 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 given the survey and will be assisted to complete if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the survey this fall.



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### 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.



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### Quality improvement

The four long-term care homes believe in continuous quality improvement. This year, our homes are working on a variety of projects in the areas of falls management, skin and wound, resident satisfaction, medication management and safety, recreation, etc. If you are interested in learning more about what your home is working on, please visit our website at [durham.ca/LTCHomes](http://durham.ca/LTCHomes) for the 2024 Quality Improvement Plan for your home.

## Policy and practice update

### Mandatory training 2024

The 2024 staff mandatory training completions are in full swing! Please ensure you complete your training by the October 7, 2024, deadline. Refer to the mandatory training memos dated March 1, 2024, for details specific to your collective bargaining unit. We appreciate your dedication to this annual requirement.



### Consent and Capacity training

Nursing staff have completed their Consent and Capacity training. Next up, this training will be extended to Food Services and Environmental Services in late August, along with family members.

### Nursing Week 2024

We joyously celebrated Nursing Week 2024 across our four homes in May, honouring our dedicated nursing staff. Thank you for your hard work and commitment!



### Preceptor Appreciation Week

Mark your calendars for Preceptor Appreciation Week, happening October 28, 2024. Let's show our gratitude to our excellent preceptors!

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## Upcoming training initiatives

We continue to roll out various training initiatives as planned. The next focus will be on topical medication administration education.



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## Research collaborations

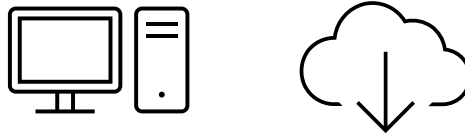
Exciting research collaborations are underway! The Ontario Tech University team recently visited our homes to recruit participants for the workplace retention study. Here is a link to read the project research paper on the staffing stability study:

<https://www.durham.ca/en/citystudio/staffing-stability-in-long-term-care.aspx>

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## Elsevier access

A reminder that Elsevier is available on all desktops and can be downloaded from the software centre on laptops. It offers trusted guidance at the bedside, enhancing clinical confidence and critical thinking.



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## Preceptor criteria

The preceptor criteria for both nursing and non-nursing staff went live in May. If you meet the criteria and are interested in becoming a preceptor, please complete the application form. We are actively seeking nursing preceptors (RN, RPN, PSW) and will contact other preceptors as opportunities arise.

Let's continue to make a meaningful impact through our dedication and hard work!

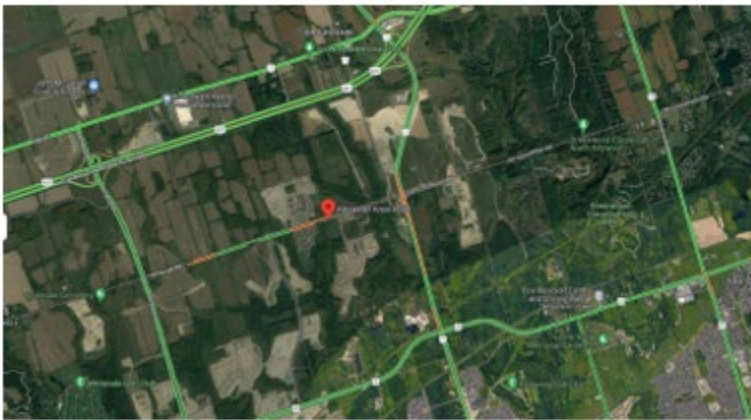


## New Seaton long-term care home

The Region of Durham is building a new long-term care home in the City of Pickering. This 200-bed home will be in the beautiful Seaton community. It will be financed, owned and operated by The Regional Municipality of Durham, with some funding provided by the Province of Ontario.



The home was designed with five 32-bed Resident Home Areas (RHA) that can function as two independent, 16-bed RHAs on days and evenings. The smaller 16-bed RHAs are not only for Infection Prevention and Control (IPAC) purposes, but also for enhanced social interaction for residents. There are also two 20-bed RHAs that will be more specialized; one for behaviours and one for more medically complex residents.



Located on Alexander Knox between Whites Rd and Brock Road

The design will be dementia-friendly and enhance the emotional philosophy of care by incorporating aspects from models such as Butterfly, Hogeweyk and Eden Alternative.

Common spaces – such as a resident bank, café/store, hair salon, worship centre, dentist/clinic space and fitness area – are all organized around a main street for resident social interaction and the feeling of going to a main street as a destination and experience.

Construction of the home began with an official groundbreaking in September 2023. The build is moving along nicely. To date, most of the concrete foundation is complete along with underground services. First floor walls are starting to form. By the end of 2024, the entire concrete structure should be complete, and the roof and penthouse underway. Work will continue inside the building over the winter months, keeping with the schedule for an anticipated completion date of fall of 2026.



Current Site View

## Caring Connections Durham update

The emotional model of care project is well underway. Over the past three months, a competition to name the emotional model of care was completed, and all four homes had the opportunity to submit names for consideration. The winning name is “Caring Connections Durham” and is now the name of the emotional model of care project.

The project team at Lakeview Manor was developed with staff members from all departments within the home, as well as family members and residents. The project team has worked hard to develop their top six change ideas to implement within the home, with significant consultation through focus groups.

Beaver River has been determined to be the home level for further review of the change ideas, to ensure residents, family and staff resonate with the ideas, and that they will improve the quality of life and emotional wellbeing of our residents.

The team continues to develop plans for staff education, implementation strategies for the change ideas and further develop our communication plans for the project. To learn more about Caring Connections Durham, tune in to the Divisional Town Hall Meeting on September 25 at 1:30 p.m.



## Infection Prevention and Control

### Introduction

The divisional Infection Prevention and Control (IPAC) team hopes you all had a great summer! Thank you all for your continued work practicing and following IPAC policies and standards.

### Education and training

During the summer months, the IPAC team held a variety of education and training sessions. These included proper donning and doffing of Personal Protective Equipment (PPE), mask fit testing, the importance of timely hand hygiene technique, shower/tub room personal and communal item use, and respiratory etiquette.

- **Did you know?** There is anywhere between 10 thousand to 10 million bacteria on each of your hands! With the upcoming fall season, the best way to stop the spread of infections is through proper hand hygiene techniques.
  - A few reminders:
    - Ensure to wash hands with soap and water for a minimum of 20 seconds– equivalent to singing happy birthday twice.
    - Ensure to reach your palms, wrists, back of hands, between the fingers, and around the thumbs and fingernails.



Upcoming fall season education will focus on outbreak policies and practices, immunization campaigns, and symptom watch.

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## New IPAC Lead at Lakeview Manor, Beaverton

The divisional IPAC team welcomes Johnny Anagnostopoulos, the new IPAC Lead, to Lakeview Manor! Johnny completed undergrad at Waterloo University in Health Studies, followed by a Master's in Epidemiology and Biostatistics at Western University. Johnny's interest for IPAC started during the pandemic as a COVID-19 Screener at a long-term care home. Johnny brings additional experience from a previous IPAC role in Cobourg. Welcome, Johnny!



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## Upcoming events

- IPAC Education Day hosted by the IPAC Hub and Regional Health Department. This region-wide kickoff event introduces the yearly flu vaccine campaign. A reminder that the flu vaccine is seasonal, and a new immunization is needed each year. Your home IPAC Lead will provide additional information regarding immunization dates in your home— stay tuned!
  - **Commonly Asked Influenza Questions** (reference: Immunize Canada, Public Health Ontario)
    - What is influenza (the flu)?
    - A contagious respiratory illness that is caused by the influenza A or B virus.  
What are symptoms of influenza?  
Most common: sudden onset of fever, cough, muscle aches and pain. Common: headache, chills, loss of appetite, fatigue, sore throat, runny nose and nasal congestion.
    - Is influenza contagious?  
Highly contagious. Can spread rapidly from person to person by respiratory droplets carried in a cough or sneeze, and/or by touching contaminated surfaces. Virus can live up to 48 hours on surfaces— it is very important to keep continuously disinfecting high touch surfaces and practice timely hand hygiene.
- IPAC Week, October 14 to 18. This week aims to promote all areas of infection control. The theme for this year is “Prevent with Intent.” The IPAC team is currently working on various education/training and activities. Stay tuned for more information from each of your IPAC leads. You won't want to miss it!



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## Return to Work

A reminder to stay home if you are not feeling well and/or confirmed positive for COVID/Flu/Respiratory Syncytial Virus (RSV). It is important that you isolate from others and follow-up with your physician, if needed. You will receive an email indicating steps to take (see below - please ensure to read the message in full). You're required to wear a medical mask for a full 10 days post calling in with infectious symptoms. Staff seen not following the Return to Work (RTW) policy will be asked to wear a N95 respirator and complete ELM respiratory protection training.

1. **Stay home and self-isolate until your symptoms have been improving for 24 hours (or 48 hours if experiencing gastrointestinal symptoms) and no fever is present.**
2. Continue to call the absentee line for any additional missed shifts if your symptoms continue.
3. Once symptoms have resolved/improved, you are cleared to return to work. Wear a well-fitted surgical mask in all indoor spaces within the home and take all unmasked breaks alone, physically distanced from others for a total of 10 days until the noted end date above.
4. If employee is observed not following the masking guidelines, the employee will be required to wear a N95 face mask for the duration of the 10-day period to ensure proper source control and be required to complete the Respiratory Protection Program E-learning (located on The Insider website).
  - a. If employee is required to wear a N95 face mask, and employee has facial hair, employee is required to shave to allow the face mask to obtain a proper seal.
5. Direct care staff (Registered staff and PSWs) on their 10-day period should not be working with residents that are high risk, such as residents with pre-existing respiratory issues, immunocompromised etc., **as able**.
  - a. Other departments such as Food Services, Recreation, and Environmental Services should reassign staff to duties less aligned with direct care/interaction, **as able**.
6. Review PPE and IPAC practices, **where possible**.
7. Work in a single area of the home, **where possible**.
8. Contact the on-call manager on weekends/holidays if you have any immediate concerns regarding your symptoms or your return-to-work clearance or contact your IPAC Practitioner Monday to Friday.





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# Hillsdale Estates news



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## Family Council

Welcome Norm Sawula to the role of Family Council Chairperson. On June 29, Sharon Crann and Joanne Kazimierczuk stepped down from their Family Council Executive roles. The committee is still seeking a vice-chairperson and, if interested, please contact Norm.

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 October 5 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 24 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

Fall is right around the corner, which means that 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! As always, if you have any suggestions, questions or concerns, you can email Cladell Rock at [cladell.rock@durham.ca](mailto:cladell.rock@durham.ca) or call her at (905) 579-1777 extension 6332.

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## Recreation and Therapy

### Events

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

In June, the residents enjoyed some friendly competition with our sister home, Hillsdale Terraces, while participating in a joint Mega Bingo and axe throwing competition.

### 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.

### Resident Ambassador Program

Our Social Work and Recreation departments are excited to announce a new program at Hillsdale Estates: **The Resident Ambassador Program**. We know the first few days and weeks after an admission can be quite a busy and overwhelming time for many new residents, and we recognize how challenging it can be for new residents to build peer relationships and new friendships. Through the Resident Ambassador Program, newly admitted residents can be linked with a Resident Ambassador, who is a current resident at Hillsdale Estates.

The Resident Ambassador is available to meet regularly with a new resident to help them learn about the home, offer advice and guidance, share their lived experience, provide peer support, link with resources and more.

If you have any questions, please feel free to reach out to Erika Gilbert, Social Worker, at ext. 6323 or email [Erika.Gilbert@durham.ca](mailto:Erika.Gilbert@durham.ca).



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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 2024. 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 17, 2 to 3 p.m.
- October 15, 2 to 3 p.m.
- November 19, 2 to 3 p.m.

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

- September 17, 5:30 to 6:30 p.m.
- October 15, 5:30 to 6:30 p.m.
- November 19, 5:30 to 6:30 p.m.

If you have any questions, please reach out to:

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

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

## Celebrations of Life

The next Celebrations of Life will take place on September 20, 2024, and January 31, 2025. This is a drop-in gathering for all caregivers, residents and staff of Hillsdale Estates. A time to

share together in memories of late residents, while enjoying some light refreshments and music. A memorial table with tributes and resident photos will be displayed.

If you have any questions, comments or concerns, please contact one of our Social Workers: Erika Gilbert at ext. 6323, [Erika.Gilbert@durham.ca](mailto:Erika.Gilbert@durham.ca), or Sherin Surenthiran at ext. 6441, [Sherin.Surenthiran@durham.ca](mailto:Sherin.Surenthiran@durham.ca).

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## Environmental Services

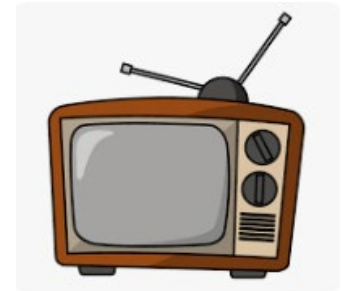
### Furniture and supplies in resident rooms

Residents are encouraged to keep and display personal possessions, pictures and furnishings in their rooms. This is your home and, as in any home, it is important to have personal items around that are special to you or make you feel more comfortable.

Prior to bringing in any electrical items or furniture, please contact Environmental Services at extension 6326. The Environmental Services team will ensure your items are in good working order to ensure the safety of everyone living in the home.

Please note that extension cords are not to be used in any resident room. Power bars with built-in breakers that are CSA-approved are the best option.

Please be aware that air purifiers, humidifiers and aerosols are not permitted in any resident rooms because they interfere with the facility's HVAC system and Fire Suppression System.



### Fire alarm triggers

Aerosols, baby powder, mist producing vapours, humidifiers and air purifiers will cause the smoke detector to be set off, activating the fire alarm. None of these items should be used within the home area or in a resident room.

A humidifier gives off a fine mist of atomized water particles that float in the air and, while the vapour that comes off the unit may disappear to the naked eye, the particles still circulate in the air and can be detected by the smoke detector.

Same can be said about baby powder, deodorant sprays, hair spray, air fresheners or heat producing items that will cause the smoke detector to be triggered in a resident room.

All staff have been advised that if they come across these items, they are to inform the resident in the moment and advise that they are required to remove the item immediately. Staff will then label the item with the resident's name and room number, and advise the Registered Nurse for follow-up with the family, if necessary, to have the item picked up at their earliest convenience.

## Missing belongings

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

### What to do if something is missing

It is important to report missing items immediately to home area staff. Please complete a Missing Belongings form with a staff member or on your own. Please give the completed form to the Registered Nurse for follow-up. Be sure to note the name of the Registered Nurse who you have given the completed form to, along with the date the form was submitted.

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

## Speed limit

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

## Saving energy

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

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

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

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

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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 on October 21. The Hillsdale menu will continue to feature all the familiar and favourite comfort foods highly enjoyed by the residents. It will also feature new fall/winter items, which will reflect the feedback and preferences expressed to our team by the Hillsdale Estates resident community and respective families. With nutrition, freshness, safety and taste driving our food service initiatives, the Hillsdale Food Services team will continue to strive at procuring local Ontario ingredients and products for the new fall/winter menu. We look forward to making the next two seasons warm and nourishing for the residents and, as always, the Hillsdale Estates Food Services team highly values ongoing feedback from residents and families, so keep it coming!



*Hello Fall* →



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## Administration

### Senior Leadership



Hillsdale Estates welcomed Richard Sequeira to the role of Assistant Administrator on June 3.

Richard joined the Estates in 2018 and was serving as the Environmental Services manager. In his professional career, Richard has accumulated 13 years of experience in the Long-term Care sector, leading and managing various departments. Richard has demonstrated his strong leadership skills through guiding many projects and committees. Amongst all his attributes, Richard is one of the most thoughtful leaders, as his style is one of consideration and rumination when creating and implementing change to positively impact resident care and family and staff satisfaction.

Please join me in extending our warmest congratulations to Richard!

### Manager of Environmental Services



Hillsdale Estates welcomes Erin Campbell to the role of Manager of Environmental Services, effective September 4, 2024.

Erin joined the Region of Durham in 2016 as the Supervisor of Environmental Services at Hillsdale Terraces. Erin has over 14 years of LTC experience, holds a Bachelor's of Arts degree and Social Services diploma, and has previous experience as an Environmental Service Manager in the private sector.

Erin's skills, qualifications and experience will be a definite asset to Hillsdale Estates Environmental team.

### 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!



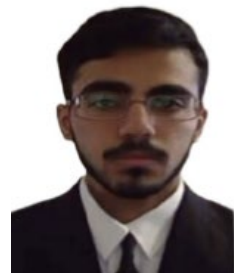
### **Queens's University medical residents**

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



#### **Dr. Arjun (AJ) Patel:**

Hi! I am from Mississauga, Ontario. I completed medical school at the Schulich School of Medicine (Western University) and have a special interest in emergency medicine. In my free time, I enjoy fitness, travel, hiking, scuba diving, chess and science fiction. I chose to become a family physician because I enjoyed almost all my clinical rotations, and I want to pursue a career in which I can treat a wide range of conditions affecting all organ systems and patients of all ages.



#### **Dr. Abdul Arif:**

Hi! I am from Toronto, Ontario. I did my medical school at McMaster University and have a special interest in Comprehensive Care. In my free time, I enjoy badminton. I chose to become a family physician because family medicine is a specialty where just as much as helping people who are sick, we help people maintain their health and avoid developing debilitating conditions. I have always been a very curious individual and the breadth of family medicine is something that aligns with this trait.



Family medicine physicians get to see both a patient's illness progress from initial presentation to diagnosis to treatment, and also get to witness their patient's lives progress from birth, childhood, adulthood and into their senior years. All of these can be very rewarding experiences.



**Dr. Aruni Jayatilaka:**

Hi! I am from London, Ontario. I did my medical school at Schulich School of Medicine, Western University. In my free time, I enjoy art (painting, drawing, digital art), reading (historical fiction and mysteries) and playing the esraj. I chose to become a family physician because I like being a generalist and seeing patients of various ages and stages, and a whole range of conditions. Every day is a new day, and you learn something new! I love that it is a specialty where we can build a rapport with our patients. It

is a rewarding career that has flexibility to achieve a good work/life balance.



**Dr. Gena Zheng:**

Hi! I am from Mississauga, Ontario. I did my medical school at Queen's University and have a special interest in Palliative Care. In my free time, I enjoy Brazilian Jiu-Jitsu, playing piano, meditation, hanging out with my cat and hiking. I chose to become a family physician because I want to foster longitudinal relationships with my patients, be integrated in the community, and combine my prior business experience with my love of medicine.



**Dr. Grace McAlpine:**

Hi! I am from Dundas, Ontario. I did my medical school at the University of Toronto and have a special interest in Addictions, Intellectual and Developmental Disabilities. In my free time, I enjoy hiking, travel, crocheting and binge-watching 90s crime dramas. I chose to become a family physician because I am a generalist at heart, and I love building long-term meaningful relationships with my patients.



**Dr. Josh Lowe:**

Hi! I am from Markham, Ontario. I did my medical school at Queen's University and have a special interest in Emergency, Hospitalist and Dermatology. In my free time, I enjoy valorant, 3D-printing and VR table tennis. I chose to become a family physician because I enjoy learning about patients' life stories, earning their trust, and integrating all they've shared into a plan to restore their health and well-being.

## Dr. Juana Li:



Hi! I am from Richmond Hill, Ontario. I did my medical school at McMaster University and have a special interest in Comprehensive Family Medicine, Palliative Care and Dermatology. In my free time, I enjoy climbing, running, baking, reading and playing with my cat. I chose to become a family physician because I strongly value longitudinal patient relationships. I also love the breadth of the field.

## Roam alert system

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

If a resident who is wearing a roam alert bracelet comes within ten feet of the door, the roam alert system will be activated, and a chirping noise will sound at the door. The doors will lock, allowing no exit or entrance. Once the resident moves away from the door, the alarm will silence, the system will reset, doors will unlock, and all alarms will end. It is important to be aware of who is around you because if the doors are already open, a resident with a roam alert bracelet will be able to exit the doors behind you.

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

## 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 2 to observe Labour Day.
- October 14 to observe Thanksgiving.
- November 11 to observe Remembrance Day.



## Heading into fall

### Did you know?

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



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

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