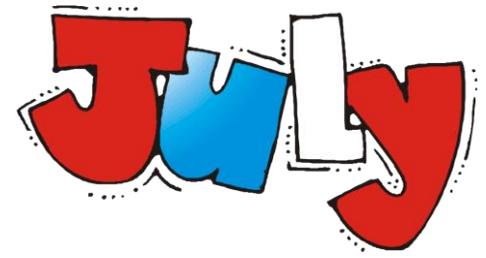


Grand Viewpoints



Grandview Lodge's Resident & Family Newsletter

Administrative Message

A Farewell that deserved more



After 35 years of service, Pauline Grant, Dietary Supervisor, has retired. Once again as with so many of our other resident/family/staff events of 2020, this celebration was not as grand as we would have liked it to be. Pauline had an opportunity to go to each unit and say goodbye to the residents on her last day. Each unit had a separate cake and

the staff had to socially distance as we sent her off to the next chapter of her life. I want to thank Pauline for her dedication to the residents, her kind heart and her infectious laugh, which will be missed. And as we say goodbye to Pauline, please join me in congratulating Maria Vanderhorst on her position as full time Dietary Supervisor. Most of you already know Maria, as she has been with us in the same role just on a part time basis.

We want to stay connected

Grandview Lodge is committed to keeping our families and residents informed. During this pandemic, GVL has been providing weekly updates on the current status of the home, directives from the Ministry of Long Term Care, important dates and contacts as well as our plans moving forward. This information is shared with family and friends of GVL who have subscribed to our distribution list with an email and is posted to our website listed here: <https://www.haldimandcounty.ca/grandview-lodge/grand-viewpoints/>.

If you're not on our distribution list for email and would like to be added, please send an email to lbeale@haldimandcounty.on.ca and enter SIGN ME UP in the subject line – it's that simple!

On June 24th, we had our first **OUTDOOR VISITS** and we're eager to receive feedback from those who were able to attend and those who were not. For those in attendance, please tell us what we did well and provide any suggestions for improvement. For those who were unable, please let us know what barriers prevented you from attending and any suggestions on how we can help facilitate a visit for you.

This is important to us because we know how much it means - just look at these smiles from our first in-person visits in 3 months. (The smiles are in the eyes behind the masks. 😊)



Jennifer Jacob, Administrator

REMINDER: Grandview Front Lobby Door and Deliveries

Unfortunately, due to COVID-19, our front lobby door remains closed to the public. However, we're pleased to announce scheduled outdoor family visits in our garden area on Wednesdays – please contact Amy Appel to set this up.

A reminder that in between the double doors at the front lobby there's a wooden mailbox for mail drop off. We're also now accepting item deliveries on Wednesdays. Please leave your item in a sealed and labeled bag in between the front lobby doors for staff to collect and disinfect before delivering to the resident. No valuables or perishable items for drop off please. For your safety, we ask that only one person step inside the double doors at a time.

Please refer to our Weekly Updates for more details; these can be found here:

<https://www.haldimandcounty.ca/grandview-lodge/grand-viewpoints/>. We're happy to slowly and safely re-open for visitors and deliveries!

From Your Friendly Nursing Department

Person Centered Language

Language is our unique human gift and our most powerful means of communication. Words can inform and comfort us, excite and thrill us, warm our hearts and inflame our desires. Words can also slap and punch us, rattle our nerves, discourage our initiative and destroy our self confidence. We react physically and emotional to what is said to us and about us. How language is used can affect us as powerfully as physical actions. This is the power of words!

By consciously using language in a more sensitive manner, we can avoid reducing individuals to a series of labels, symptoms or medical terms. Organizations like the Alzheimer's Society, Ontario CLRI (Centers for Learning, Research and Innovation in LTC) and RNAO (Best Practice Guideline's) have been paving the way for us. They're working hard to promote this concept – see the links below.

<https://rnao.ca/bpg/guidelines/person-and-family-centred-care>

<https://alzhowe-can-help/Resources/For-health-care-professionals/culture-change-towards-person-centred-care/person-centred-language-guidelinesimer.ca/en/Home/>

<https://www.youtube.com/watch?v=dXCeV1k8HbE&list=PLuM9dPf7B718HSqj1ThK5-kVsUkTG2Htk>

For us at Grandview, these concepts are in keeping with our own Mission, Vision and Values; it's why we so quickly adapted to the Butterfly and Montessori philosophies. We've identified the importance of ensuring all staff practice our philosophy of care in our 2019–2022 Strategic Plan.

Here are some of the take-home messages:

- 7% of what we say is through actual words, 38% is said through our tone or our posture, 55% is said through facial expressions.
- Insincerity is detectable even to those who live with dementia.
- We build and deconstruct our rapport with people through “esteem bank deposits and withdrawals”
Deposits = smiles, chuckles, time spent, compassionate care;
Withdrawals = neutral care interactions, controlling care, negative interactions.
- Environment is more than just our physical surroundings, it's the atmosphere or vibe we feel.
- Much of our language labels or depersonalizes a person.

Here are just a few terms that have been identified as too institutional; words or phrases that do not foster a homelike atmosphere.

Instead of...

Say...

unit	home area or neighborhood
wandering	exploring, searching
feeding a resident	assisting with a meal
toileting	assisting to use the washroom
nursing home	home
refuses	declines
non-compliant	Unable to co-operate due to cognitive decline
diapers	briefs or products
behavioural / agitated	describe what you're seeing (pacing, arguing..)
bib	clothing protector or apron
hoarding	collecting
deal with behaviour	working to determine the cause of the responsive behaviour

Submit your own examples to Jelte's office for a chance to win a contest!

Jelte Schaafsma, Director of Nursing

What's Cookin' in Dietary?!

Farewell

I just want to let everyone know that my last official day here at Grandview Lodge was June 19th as I'm retiring ... onto new adventures and the next chapter in my life, kind of scary but I'm ready!

When I was hired in 1984, I started out as a Part Time Dietary Aide/Cook. My roles changed over the many years ... Dietary Aide, Cook, Baker, 'Inventory Taker'... to eventually working Full Time as the

Dietary Supervisor. I enjoyed every moment of 'climbing the ladder' to achieve this goal. I had some great mentors along the way who inspired me to make my objective become reality. Before I say 'good-bye', I would like to wish everyone healthy and safe months ahead dealing with COVID-19. I have trust in all of you to continue to do the excellent work that you do to keep our residents healthy and our team well functioning. I've met many people over the past 36 years who have helped me to grow and learn. I truly 'get' how great it is to work for Grandview. I will miss the residents, my co-workers and others who have been part of my life here. My emotions are high walking out the front door as a retiree, after working here for so long, how could they not be?! Thank you from the bottom of my heart and I wish you all the best!

Pauline Grant, Retiring Dietary Supervisor



As we celebrate **Canada Day** in the month of July, we are so fortunate to be one of the most desirable countries to live in. We're a nation of immigrants, one of the safest countries in the world and are lucky to have a generous share of natural beauty; we're accessible and have excellent healthcare and education systems.

Some of the foods we are famous for, that reflect our diversity, include maple syrup, poutine, butter tarts, smoked salmon, lobster, bagels and pea meal bacon.

We're looking forward to our **Weekly Resident Barbecues** starting the first week in July. Each home area has a designated date to have their lunch outside (listed below). Come out and enjoy a freshly grilled burger or hotdog!

The Tuck Shop

We're very grateful to the staff who are opening the tuck shop for our residents to enjoy some freshly brewed coffee, a cold soft drink or any of the other treats we have available. Don't forget that we also carry special occasion cards, gifts, and other items you may need.

Just a reminder to **stay hydrated** in these warm summer months. Take advantage of the snack carts that are passed around three times a day and don't hesitate to ask staff for extra fluids whenever you need it.

We already miss Pauline Grant, who was our Full Time Food Service Supervisor and retired on June 19th after almost 36 years of service. Her kindness, compassion and extensive knowledge in the field has served the residents of Grandview extremely well. I am pleased to have the opportunity to continue on in her role and look forward to spending more time with all of you.

Maria Vanderhorst, New Dietary Supervisor

What's happenin' in Marshview...

Happy Summer Everyone!

MV residents & staff have been busy bees with gardening and programing outside, while staying cool with some popsicles. We hope to see you all soon. Stay safe!



Megan Herkimer, Therapeutic Recreationist

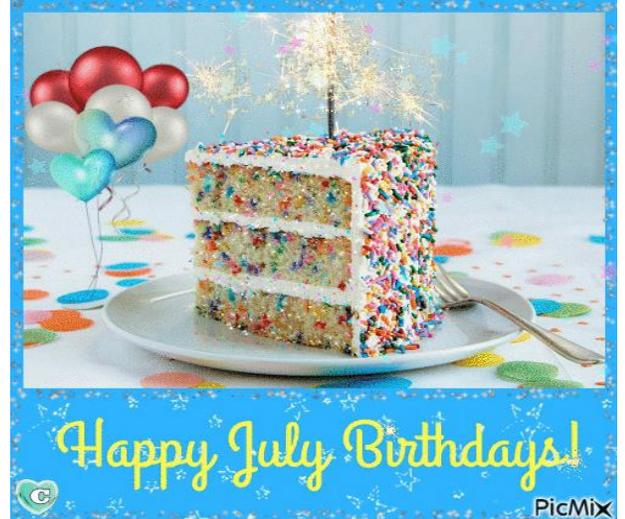
Look forward to this in July:

July 1	Happy Canada Day!	
July 7	<i>HV BBQ</i>	
July 14	<i>CV BBQ</i>	
July 21	<i>BV BBQ</i>	
July 23	Residents Council	10:00a
July 28	<i>MV BBQ</i>	



Happy Birthday to our July residents!

- Norman Adams
- Margaret Black
- Patricia Black
- Mary Boggio
- Stephen Buck
- Kenneth Kittel
- Walter Noonan
- Neal Page
- Lori Spadafora
- Mary Timson
- Maurene Tweedle
- Lori Vanderbeek
- Doretta Wolfe



**HAPPY
CANADA DAY**

- Canada Day is half way through the calendar year, oh what a year it's been so far!
- On July 1st Canadians drink 1.2 million litres of beer! The next popular cocktail is a Caesar
- Princess Diana and Pamela Anderson were born on Canada Day
- We have the longest coastline in the world
- Canada consumes the most Kraft Dinner in the world
- The Indigenous meaning of "Kanata" is settlement or village
- Canada has the most freshwater lakes in the world
- Pacemakers, peanut butter and basketball were all invented by Canadians
- 10% of the world's forests are in Canada
- We're the second largest country in the world

Farewell

With heavy hearts we said good bye to:

- Ed Ranta
- Joy Alton

You are missed.



The Welcome Wagon



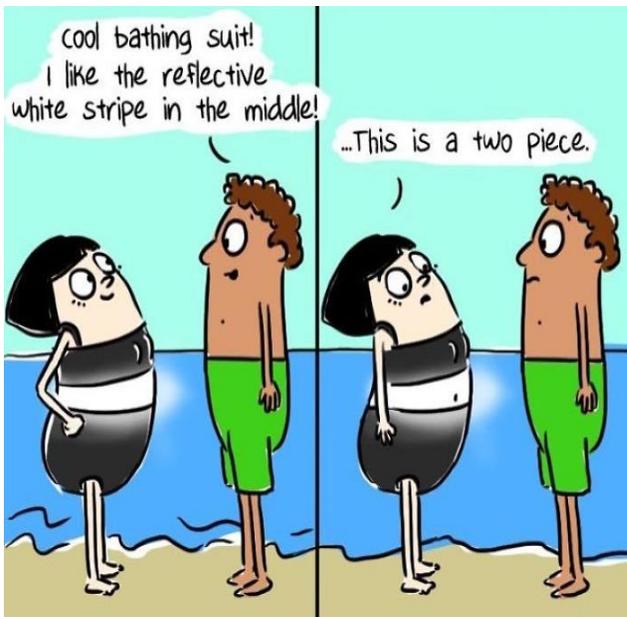
Welcome to our new resident!

- **Bev Hopper**

Has been married 60 years and has two children. She enjoys decorating, gardening and dancing.

We're happy you were finally able to join the GVL family!

Just for Fun!



Summer Word Search



BEACH
CAMP
FUN
HOT

SUMMER
SUN
SWIM
WATER



Resident Feature

Winifred Gallant, Marshview

Winifred Anne (Winnie) was born on December 20th, 1920 in Bootle, Liverpool England. Her 100th birthday is coming up this year! Winnie grew up with her two younger siblings, Betty and Harry, as well as a half-sister, Margaret, who was born when Winnie was 16 years old. Her father, Henry, worked as a steward on an ocean liner. Winnie was always very generous, helping her family whenever they needed it.

During World War II, Winnie worked at a bomb factory. She married John Gallant in 1942. John was an able seaman for the Canadian Navy and then the British Navy from 1942-1945. Together, they had a son, Henry, born in 1943. Two years later they sailed to Canada and lived in Tignish, PEI; Halifax, NS; then finally in Hamilton, ON. John opened his own roofing and eavestroughing business and Winnie served as his receptionist and bookkeeper. Their daughter, Linda, was born in 1947. The family prospered in Canada and still made frequent trips to England, the U.S. and throughout Canada to visit family.



Winnie has two grandsons, Jason and John, and two great grandchildren, Sarah and Andrew. Later in life, Winnie travelled to many places around the world including South Korea. She moved in with her son Henry and his wife in Dunnville for three years until she moved into Grandview in 2014.



Continued >

Winnie is happy and well cared for by the staff in Marshview; they have become her extended family. Thank you to her daughter in law, Anne, for sharing some of her story. Winnie, I'm sure you've lived a wonderful life with your family around the world and have seen and done many great things throughout your almost 100 years. We're happy to have you here at Grandview.



Staff Contact List

Jennifer Jacob	Administrator	Ext. 2224
Jelte Schaafsma	Director of Nursing	Ext. 2234
Kim Livingstone	Assistant Director of Nursing	289-776-5185
Kellen Mowat	Facility Operations Supervisor	Ext. 2241
Maria Vanderhorst	Dietary Supervisor	Ext. 2237
Melanie Kippen	Dietitian	Ext. 2240
Amy Appel	Programs Supervisor, Volunteer Coordinator	Ext. 2233

**657 Lock St. W
Dunnville, ON N1A 1V9
T: 905-774-7547
F: 905-774-1440
W: www.haldimandcounty.on.ca**

Nurse's Stations:

Hillview	Ext. 2923
Bridgeview	Ext. 2922
Creekview	Ext. 2924
Marshview	Ext. 2925

Recreationists:

Megan Herkimer, MV	Ext. 2301
Nicole Leeney, HV	Ext. 2303
Gayle McDougall, BV	Ext. 2302
Bev Little, CV	Ext. 2300

Did you know the following services are available at Grandview Lodge?!

Khurram Khan	Physiotherapist	Ext. 2232
Dr. Kamouna	Physician	Ext. 2221 (book with Lori)
Dr. Ezzat	Physician	Ext. 2221 (book with Lori)
For off-site medical appointments we have a van (fees apply)		Ext. 2221 (book with Lori)

Physician appointments held at Grandview Lodge and can include the Director of Nursing.

You can find our *Resident & Family Information Booklet* at the bottom of our Admissions page on the Haldimand County website – Grandview Lodge!

To book the private dining room and/or overnight suite:

Lori Beale	Residents Clerk	Ext. 2221
Pamela Bonnett	Accounts Clerk	Ext. 2222
Karli Pottruff	Administrative Assistant	Ext. 2223



Grandview Lodge, an Accredited Home – Exemplary Standing

With comfort, compassion and care, the Grandview Lodge community supports a meaningful life for residents.

Our newsletters can be found in colour on the Grandview page of our website. If you'd like to join the monthly email subscription list, please email kpotruff@haldimandcounty.on.ca

This list is also a way for us to relay important notices to you by email immediately.