



August 2022

Grand Viewpoints

Administrator's Message

Hello Everyone,

There are times when, despite our best efforts, residents may feel that their needs are not being met and may wish to formally address their concerns but are reluctant to do so for varied reasons. This message is to provide support and guidance for residents who wish to bring concerns forward and to reassure residents that they are within their right to do so.

While the staff at Grandview Lodge strive to provide resident centered care; we know there are challenges and gaps that do not always make that possible and as a result resident concerns or complaints may arise.

Respectfully bringing concerns forward should be viewed by all involved as an opportunity to gather suggestions, for change, and to do better.

Know your rights!

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. **Every resident** has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
28. **Every resident** has the right to participate in the Residents' Council.
29. **Every resident** has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
 - i. the Residents' Council.
 - ii. the Family Council.
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the

committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. staff members.

v. government officials.

vi. any other person inside or outside the long-term care home.

How can a resident bring a concern forward?

Often times concerns can be easily corrected in the moment by respectfully communicating the concern to the person directly responsible. This may be as simple as letting a staff member know your concern and sharing what they could do to correct it for you.

Other times a resolution may be more complicated and will require the assistance of a member of the Management Team. Should this be the case, you can request a meeting by calling the extension listed on the last page of this newsletter or stop in the office at any time.

If at any time you feel that your concerns are not addressed or you feel that your concerns are related to a risk of harm or potential harm you may contact the Ministry of Long-Term Care or the Ontario Patient Ombudsman to investigate the concern.

I am confident that together issues can be resolved and I respect your right to involve other supports when you feel it is necessary.

***Jennifer Jacob,
Administrator***

To contact the Ministry of Long-Term Care:

By phone: Toll-free: 1-866-434-0144 (8:30 a.m. – 7:00 p.m., 7 days a week)

By mail: Director
 Long-Term Care Inspections Branch
 Long-Term Care Operations Division
 119 King St. W., 11th Floor
 Hamilton, Ontario L8P 4Y7

Contact the Patient Ombudsman

If the complainant has already contacted the home directly and the Long-Term Care Family Support and Action Line (toll-free at 1-866-434-0144) and was not able to reach a satisfactory resolution, they can contact the Patient Ombudsman:

- [online www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint](http://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint)
- by calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)
- TTY: 416-597-5371

Changes to Cable Services

Please be advised of a change to our Rogers cable services coming soon. The current cable boxes used at GVL will become obsolete and no longer function as Rogers will be transitioning the cable boxes over to Ignite TV.

As with any fee for service at Grandview Lodge, residents are not obligated to sign on with the vendor of the home and may opt to enter into a contract with a vendor of their choice. It is the responsibility of the resident and/or their SDM to source and manage that contract.

What does this mean for Residents?

There will be a modest **increase** in your monthly cable bill. I will communicate the exact monthly cost to you as soon as it is confirmed and prior to implementing the increase. We anticipate the rate to be approximately \$25.00/month.

- Monthly subscription costs are reduced for our residents because of the bulk purchase agreement through GVL.
- Additional channels may be added upon individual resident request and will be subject to additional costs. It is the responsibility of the resident to make such arrangements.
- Grandview Lodge will continue to process individual payments through the resident's own comfort trust account.

A user friendly remote for residents.

- We are hopeful that this new voice activated remote will be useful for residents who struggle with vision or dexterity in relation to small buttons. Additionally this feature will be more efficient for staff who assist residents with locating their preferred television programs

This new system requires an HDMI connection and will not work with older model televisions.

- If you are unsure if your television is compatible please ask one of the staff for assistance.

When will the transition take place?

- The transition to the Ignite TV Equipment will take place in November.
- Residents will be required to contact Rogers to transition to the Ignite system. GVL staff will assist in facilitating this upon request.

Additional Information

Bulk Ignite TV-only Starter Channels

ABC	CHCH	Fox	OMNI.2	TVA Montreal
ABCHD	CHCH HD	Fox HD	OMNI.2 HD	TVA Montreal HD
AMI-télé	Citytv	Global	Ontario Legislature	Unis TV
AMItv	Citytv HD	Global HD	Ontario Legislature HD	Unis TV HD
APTN	CPAC English	ICI Radio-Canada Télé	PBS	TV Ontario
APTN HD	CPAC English HD	ICI Radio-Canada Télé HD	PBS HD	TV Ontario HD
Aquarium Channel	CPAC French	ICI RDI	The Real Estate Channel*	TV5
Aquarium Channel HD	CPAC French HD	ICI RDI HD	The Weather Network	TV5 HD
CBC	CTV	NBC	Today's Shopping Choice	Unis TV
CBC HD	CTV HD	NBC HD	Today's Shopping Choice HD	Unis TV HD
CBS	CTV Two	OMNI East	TV Ontario	YES TV
CBS	CTV Two HD	OMNI East HD	TV Ontario HD	YES TV HD
Channel 299	Fireplace Channel	OMNI.1	TV5	
Channel 299 HD	Fireplace Channel HD	OMNI.1 HD	TV5 HD	

Bulk Ignite TV-only Starter Stingray Digital Audio Channels

AMI-audio	StingrayDance Clubbin'	StingrayHip Hop	Stingray Nature	Stingray Remember the 80's	StingraySpecial French
StingrayAdult Alternative	StingrayEasy Listening	StingrayHit List	StingrayNo Fences	Stingray Rock	StingrayThe Blues
StingrayAll Day Party	StingrayFlashback 70's	StingrayHot Country	StingrayNostalgie	StingrayRock Alternative	StingrayThe Chill Lounge
StingrayBig Band	StingrayFranco Country	StingrayJazz Classics	StingrayNow4K	StingraySilk (Love Songs)	StingrayThe Spa
StingrayClassic Masters	StingrayFranco Retro	StingrayJukebox Oldies	StingrayPop Adult	StingraySmooth Jazz	StingrayToday's K-Pop
StingrayClassic Rock	StingrayGreatest Hits	StingrayKids' Stuff	StingrayPop Classics	StingraySoul'n R&B	StingrayTop Détente
StingrayCountry Classics	StingrayHindi Gold	StingrayLatin	StingrayReggaeton	StingraySpecial English	StingrayUrban Beats

Ignite TV Equipment... it's next-generation at your fingertips



- ✓ Record up to 8 shows at once (2 more than the competition)
- ✓ All boxes are HD/4K compatible
- ✓ 200 Hours of Cloud Storage (the largest 4K recording capacity)
- ✓ 1 Year Cloud Storage (300 days longer than the competition)
- ✓ Move your TV wherever you like as all boxes only require a HDMI and power source.
- ✓ Bluetooth – stream the audio of your TV show to your Bluetooth headset for more viewing flexibility
- ✓ Activate up to 10 wireless boxes (none are required to be hardwired by ethernet or coax).



- ✓ Voice Control to simplify access to content with the Award-Winning Voice Remote.
- ✓ Set PVR recordings, find TV shows, and launch movies all by using your voice.
- ✓ No need to learn a new channel lineup. Want to watch your favourite show, but don't know which channel it comes on? No problem! Simply say "Law & Order" into the remote to access the channel.
- ✓ Search by actor, athlete, director, or key phrase lines like "I'll be back."
- ✓ IR (Infrared)/RF (Radio frequency) so your Ignite TV Box can be hidden from view and the remote will still connect.

Ignite TV Remote

Access the **Volume** button at the top of the remote



Find titles with accessibility features by saying:

- ✓ "Turn on Closed Captioning."
- ✓ "Show me movies with Video Description."

Example of Voice commands:

- ✓ "Weather Channel"
- ✓ "What time is it?"
- ✓ "What's my WiFi password?"
- ✓ "What's the score of the Leafs or Blue Jays game?"
- ✓ "Turn on the Leafs or Blue Jays game?"
- ✓ "CP24"
- ✓ "Smooth Jazz"

Press and hold the **Mic** button on your Voice Remote.

Explore sports by team, event, school and more:

- ✓ "Golf."
- ✓ "Turn on the Leafs game."
- ✓ "What sports games are on now?"

Folklore for the Season

*Observe on what day in August the first heavy fog occurs,
and expect a hard frost on the same day in October.*

Nursing Department

Welcome

I am very happy to inform you that Daniela Grimaldi has been hired into the permanent Administrative Assistant Nursing position. Daniela has been working in the Admin Assistant role in a temporary capacity since March, and she has been a real asset to our team. Daniela comes to us with a wealth of experience in Social Services and Administrative capacities.

I am also very pleased to inform you that Nicole Snow has been hired into the permanent Unit Clerk, Nursing position. Nicole has worked in administrative positions in the past, most recently for a fast-paced private company where she gained very valuable skills that will benefit Grandview Lodge. Nicole has worked in the Unit Clerk position for the past few months, and we are very fortunate to have her join us on a permanent basis.

Please join me in congratulating and welcoming Daniela & Nicole in their new positions. We are very excited that the Nursing Administrative team is now fully staffed and we look forward to very positive developments in the future.

Jelte Schaafsma
Director of Nursing

Programs and Support

I'm very excited to announce that our VeloPlus wheelchair bike arrived in late July and we are gearing up to train staff and volunteers on the bike so our residents may enjoy a beautiful bike ride outdoors. The VeloPlus wheelchair transport bike is designed for transporting people, who can remain seated in their own wheelchair, by cycle. The passenger is not required to be transferred between the wheelchair and the cycle.

The co-rider can be wheeled onto the plateau of the cycle easily without having to be lifted. The tilted ramp makes it easy to roll the wheelchair onto the wheelchair bike and fasten it properly with the wheelchair lock. The optional winch system makes this even easier. Instead of the driver using his or her own power to push the wheelchair user, including the wheelchair needing to go up or down, the electric winch takes over.



If you or someone you know would like to be trained to take residents for a ride please contact me, amoore@haldimandcounty.on.ca ext. 2233.

If you would like to watch a quick video on how the bike operates please visit:
<https://www.youtube.com/watch?v=IYZhdJFvcoo>

On September 11th we are planning to bring back our Family Day picnic! This day was always extremely memorable for Residents, families, and staff.

We know we have come a long way from when we started this pandemic however we still want to ensure that everyone feels comfortable and safe attending a larger event. There will be a limit to the number of people who may attend and we will be setting that number a little later on.

Please look out for more information to come in the next couple of weeks. For now, please set aside Sunday, September 11th!

Friendly Reminders

- Residents' Council will meet on August 25th at 10:00 a.m. in the Gathering Room
- We are still looking for people to be a part of our Family Council. If interested, please contact Amy Moore, Supervisor, Programs and Support.

August Home Area BBQs

- Aug 2nd – Hillview
- Aug 9th – Bridgeview
- Aug 16th – Creekview
- Aug 23rd – Marshview



***Amy Appel,
Supervisor, Programs and Support***

Perseid Meteor Shower

August is often a wonderful month for star gazing! It's the month of the Perseid meteor shower, which is one of the most prolific showers and reaches its maximum between August 11 and 13. This

year, however, the best of the Perseids occurs at the same time as the full Moon, which means that the Moon's brightness will likely wash out many of the "falling stars!"

Luckily, you can still see the Perseids even if they're not at their peak. The shower lasts from about July 23 to August 22, so for the best chance of catching the Perseids, keep an eye out in early August or around the 20th.



Dietary Services

Vitamin D in the Elderly

Vitamin D is a fat-soluble vitamin that is essential for building and maintaining strong bones and teeth. With advanced age, this vitamin plays an important role in reducing risk of fatal fractures or falls, osteoporosis, and osteomalacia associated with vitamin D deficiency. Research shows that vitamin D also supports heart health, brain health and immune function.

You can get vitamin D through sunlight, food and supplements. Sun exposure helps the body produce vitamin D, which is typically decreased during the cold winter months. The risk of deficiency increases with age because the skin cannot make vitamin D as efficiently as before. Natural food sources of vitamin D include fatty fish, milk, eggs and fortified beverages.



Symptoms of vitamin D deficiency may include muscle weakness, changes in mood and cognitive function, fatigue, and stress fractures. Weakened muscles and bones from low amounts can increase the risk of falls and fractures, which can be fatal for seniors.

The recommended dietary allowance (RDA) for individuals over 70 years of age is 800 IU / 20 mcg with an upper limit of 4000 IU / 100mcg. Most of our residents take 2000 IU daily via supplement to ensure adequacy, however, spending 10-15 minutes outside each day and eating vitamin D rich foods can also help!

***Taryn Lynn
Supervisor, Dietary Services &
Brooklyn Seal,
Registered Dietitian***

Welcome

Beverley Bullock

**HAPPY
BIRTHDAY**

**Roy Alton
Barb Christie
Joseph Cyr
Joyce Haslam
Ray Hogue
Laura Hoover**

**Theresa Jacob
Hans Niendorf
Lewis Richardson
Jim Worrall
Gloria Young**

Free Ranging

Don't be alarmed if you see Rhoda and her friend (yet to be named) roaming around Centennial Gardens as we are letting them free-range during the day and they are loving it. Be assured they are safely tucked away in their cozy coop for safety at night.



AUGUST
BARBECUE
BASEBALL
BEACH
BIKE
BOAT
CAMP
FAMILY
FISHING
FLIGHT
FLIP FLOPS
FLOWERS
FRIENDS
GARDEN
HEAT
HOLIDAYS
HOT
HUMID
ICED TEA
INSIDE
JULY
JUNE
LEMONADE
OUTSIDE
PARK
PICNIC
PLAY
POOL
RELAX
SANDALS
SHORTS
SKATEBOARD
SOCCER
SUNSCREEN
SUNSET
SWIMMING
TAN
TANK TOPS
TENT
THEME PARK
TOUR
TRAVEL
TRIP
VACATION
WATERPARK

HUGE SUMMER

WORD SEARCH PUZZLE

F	R	I	E	N	D	S	O	C	C	E	R	U	I	F	F	L	S	L	T
C	H	O	T	D	K	F	A	M	I	L	Y	X	V	S	O	K	E	E	S
R	B	W	L	V	S	R	E	W	O	L	F	N	W	O	A	M	N	I	G
T	A	U	G	U	S	T	A	D	P	Y	P	I	P	T	O	T	P	A	K
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T	E	T	A	T	E	F	Q	Y	C	P	W	U	B	A	O	X	T	T	L
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K	B	S	T	C	A	J	E	Q	I	S	R	U	F	D	L	P	O	O	D
R	G	N	R	A	M	B	P	X	C	B	E	P	A	I	I	K	H	B	A
A	T	U	A	V	W	M	J	R	E	G	I	N	G	R	X	S	S	I	Y
P	A	S	V	H	A	X	E	C	X	L	D	H	U	Z	U	H	T	D	S
R	N	T	E	C	K	E	U	D	F	X	T	G	Q	J	I	O	K	U	Z
I	V	C	L	E	N	E	J	V	S	L	A	D	N	A	S	A	T	P	O

The words appear UP, DOWN, BACKWARDS, and DIAGONALLY. Find and circle each word.

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GRANDVIEW LODGE

657 Lock St W
Dunnville ON N1A 1V9

Phone: 905 774-7547

Fax: 905 774-1440

Web: www.haldimandcounty.ca

Mission Statement:

"With comfort, compassion and care,
Grandview Lodge Community supports
a meaningful life for residents."

Contact us:

Administrator

Jennifer Jacob Ext 2224

Supervisors, Dietary Services

Taryn Lynn Ext 2228

Kristen VanKuren Ext 2237

Dietitian

Brooklyn Seal Ext 2240

Director of Nursing

Jelte Schaafsma Ext 2234

Associate Director of Nursing

Mary Roberts Ext 2226

Supervisor, Facility Operations

Kellen Mowat Ext 2241

Supervisor, Programs & Services

Amy Moore Ext 2233

ADMINISTRATION:

Resident Services Clerk Ext 2221

Accounts Clerk Ext 2222

Administrative Assistant Ext 2223

NURSES STATIONS:

Bridgeview Ext 2238

Creekview Ext 2262

Hillview Ext 2247

Marshview Ext 2261

RECREATIONISTS:

Nicole Leeney, MV Ext 2303

Bev Little, BV Ext 2300

Gayle McDougall, HV Ext 2302

Megan Herkimer, CV Ext 2301

With heavy hearts we
said goodbye to:



Reginald Bentley
Ellenor Black

Physicians

Dr. Kamouna Attending Physician/
Medical Director

Dr. Ezzat Attending Physician

Upon request, the Director of Nursing may attend
Physician appointments held at Grandview Lodge.
Please see the registered staff in your home area.

The following services are available at Grandview Lodge:

Khurram Khan	Physiotherapist
Bobbi-Jo Biggley	Hairdresser & Barber
Lisa Mederios, RPN	Foot Care
Rosanne Turenne, RDH	Dental Hygienist

For more information regarding the above services
or to book transportation for an off-site medical
appointment (we have a van, fees apply), please call
905 774-7547, ext. 2221.

