



2022

Grand Viewpoints

Administrator's Message

Remembrance day is a yearly tradition started long ago, in 1919 by King George V, since the end of the 1st world war, to honor and mark the sacrifices made by the brave soldiers while serving for their state. It is marked on the 11th hour of the 11th day of November every year.



“Remembrance reminds us that our nation has been through even more challenging times. Whether at war or during peace support operations, Canada’s veterans and fallen heroes alike can take comfort in our remembrance.”

-Larry Murray, Grand President of the Royal Canadian Legion

IMPORTANT! Rogers Cable Services

After many trials aimed at streamlining the transition to the IGNITE cable service, Rogers has advised the home that each resident or their designate will be required to contact Rogers directly to initiate the transition and in order to continue to receive cable services from them.

To activate your new services, call Rogers Bulk Customer Care team beginning November 15, 2022 at:
1-855-759-5856

Detailed information is in the insert included with this newsletter.

Decking the Halls

As the weather gets colder we start to get in the festive spirit. We are already planning for the holiday season. We will begin to decorate the home in the middle of November as well as our outdoor Winter Wonderland. Any residents, family or friends who wish to volunteer in the decorating process is asked to contact Martina Collingridge at extension 2223.

Christmas and New Year's Meals

If you are sharing the special holiday lunch on **Christmas Day** and/or **New Year's Day** with your loved ones, please remember to purchase your tickets from Sarah MacNeil, Resident Services Clerk by December 9th for Christmas day lunch and by December 16th for the New Year's day lunch!

It is time to bring out our warmer clothes!

With the cold weather quickly approaching it is time to switch out the clothes in our closets and replace those sandals with snow boots! This is a good opportunity to purge any worn or ill-fitting clothing and to identify any clothing needs that you may want to add to your Christmas wish list. Should you require assistance, please ask your GVL staff members and they will be happy to assist you.



*Jennifer Jacob,
Administrator*

Nursing Department

Getting a cold or the flu is not only annoying but it can also impair your ability to work and take care of your family. While there is no way to completely prevent getting sick, there are some things you can do to drastically reduce the risk. Follow these 5 tips to avoid getting the sniffles (or something worse) during this winter's flu season.

1. Avoid Contact with Sick People

Colds and the flu spread between people via a number of different methods. Avoiding close contact with sick people can help you avoid exposure through several avenues. Try to stay far enough away that you do not get coughed or sneezed on and avoid touching someone who are sick whenever possible. Most people who are ill harbor the virus on their hands and can easily pass it on to you. If you are spending time with people who are ill, make distance the rule and wave or smile instead of shaking hands.

2. Wash Your Hands

Most people know that washing their hands regularly is an important part of staying healthy. During the cold and flu season, this is even more important because these viruses can live long enough on surfaces for you to pick them up on your hands. Wash your hands using warm water and soap and make sure to scrub gently. Antibacterial soap is not necessary and has no extra effect on cold and flu viruses but hand sanitizers do kill these germs and can be useful if there is no place available to wash your hands.

3. Avoid Touching Your Face

Many people get the cold or flu virus on their hands but this does not necessarily mean they will get sick. The virus needs somewhere where it can get into your system and the skin on most of your body is a pretty good barrier against entry. The eyes, mouth and nose are common entry points because the mucus membranes allow viruses to enter your body more easily and humans tend to touch their faces a lot. Being mindful of when you touch your face and washing your hands before you do so can help you avoid getting a cold or the flu this season.

4. Support Your Health

People who are healthier tend to get sick less often. Eating regular, healthy meals and getting plenty of sleep can help your body fight off any viruses that make their way to you so that you don't wind up getting sick. Stress can also make people vulnerable to illness. So if you worry too much, it is important to try to take the time to manage your stress level. Other ways to support your overall health include being physically active and drinking plenty of water.

5. Stay Home When You are Sick

Everyone needs to work together in order to prevent spreading illnesses. Stay home when you are sick and encourage others to do the same. Support policies at work and school that allow people to stay home without being penalized. When everyone works together the spread of colds and flu can be curtailed even in traditionally high-risk areas such as offices and schools.

So, in order to stay healthy this cold and flu season, avoid contact with sick people and make sure to wash your hands regularly. Maintain good health by exercising, eating well and managing your stress levels. Help discourage the spread of colds and flu by supporting programs that allow people who are sick to stay home. A bit of extra effort can help you avoid getting sick this year.

By following these 5 tips, you can help keep Grandview a safe environment to live and visit.

The picture below shows the positive outcomes of our diligent Infection Control Practices:



Jelte Schaafsma
Director of Nursing



Ula Bartlett
Harold Bassindale
Philip Boadwin

Afrose Mangru
John Patterson
Phyllis Williamson

Programs and Support

Grandview Lodge is seeking new members for its existing Family Council.

Family Council is an advisory group mandated by the Ministry of Health and Long Term Care to provide assistance, investigate concerns, provide information and advice to residents, family members of residents or persons of importance to residents. Grandview Lodge is dedicated to the promotion and improvement of the health, welfare and happiness of all Residents within our Home.

The overall goal of the Family Council is to act on behalf of the residents to ensure that care is provided to meet the residents highest quality needs; both medical and psycho-social. Here are some of the ways that Family Council does this:

- Supporting new families and Residents by offering to be a resource for them.
- Enhancing the quality of life for our Residents.
- Facilitating education and information events on topics which relate to long-term care.
- Allowing families to give each other support, encouragement and information.
- Providing an outlet for families to express their concerns or ideas.
- Promoting two-way communication between families and the Home.
- Attending and become actively engaged in Region 4 Family Council Network.

If interested or if you would like additional information, please contact Amy Moore, Supervisor of Programs and Support at ext. 2233 or by e-mail at amoore@halimandcounty.on.ca

We look forward to hearing from you!



Amy Moore,
Supervisor, Programs and Support



November 2022						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	1	2	3	4	5
		HV Breakfast Club 10:00 Hymn Sing HV/BV			9:30 MV Denny	
6	7	8	9	10	11	12
	Karen Traver MV @ 2:00	10:00 Hymn Sing MV/CV	2:00 Dave Burden MV/CV	MV Breakfast	Remembrance Day	
13	14	15	16	17	18	19
	Karen Traver CV @ 2:00	Come Sail Away with us 10:00 Hymn Sing HV/BV		CV Breakfast	9:30 BV Denny Outing Mv/CV Bob's place	
20	21	22	23	24	25	26
	Karen Traver BV @ 2:00	10:00 Hymn Sing MV/CV J. Coulson 2 pm HV/ BV	Outing Bv/Hv 1030-115 Squires	BV Breakfast Club 10:00 Resident Council	9:30 HV Denny	
27	28	29	30	1	2	3
	Karen Traver HV @ 2:00	HV Breakfast Club 10:00 Hymn Sing HV/BV				

Dietary Services

The changing and vivid colors of fall are beautiful. With the change in weather, also comes a new seasonal menu and we will be rolling out our new menu for Fall and Winter shortly in the coming weeks.

We have been diligently working on the new menu, trying to accommodate requests and ensure there are options for everyone! We hope Grandview Lodge Residents will be pleased with some of the new choices and the comfy warming recipes you already know and enjoy.

Before rolling out a new menu it must be evaluated by the Nutrition Manager and Registered Dietitian to ensure it meets specific nutritional values. It is then presented to, reviewed, and approved by Residents Council to allow an opportunity for feedback prior to implementation. As Residents are trying new menu items during the first menu cycle, we encourage any and all feedback. This information is utilized to improve current and future menus.

This past month a taste panel was held for Residents and their families. This taste panel allowed the dietary department a chance to provide all in attendance with samples of new menu items and gather invaluable feedback. Residents and families sampled:

- Chicken Quesadillas:** a flour tortilla filled with diced chicken, cheese, and vegetables, which is then folded over and grilled
- Meatball Sub Sandwiches:** beef meatballs cooked in a seasoned tomato sauce, served on a white roll and topped with melted mozzarella cheese
- Smooth Flavoured Cottage Cheese:** lemon and vanilla bean smooth cottage cheese that is similar to yogurt in taste and texture
- Assorted Cookies:** baked in-house and soft in texture, and
- Poffertjes:** Dutch mini pancakes coated in cinnamon sugar

All of these items were well received and will be featured on the upcoming Fall/Winter menu. We look forward to having more Residents and Families join us at the next taste panel in the Spring. Keep an eye on the March/April newsletter for the details.

We recognise that Residents do have varying preferences in foods, flavours, textures and spices. We will do our best to ensure that new menu items are paired with additional menu options that are typically well received.

*Taryn Lynn & Kristen VanKuren
Supervisors, Dietary Services
Maja Williams
Registered Dietitian*



GRANDVIEW LODGE

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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:

MANAGEMENT:

Administrator

Jennifer Jacob Ext 2224

Supervisors, Dietary Services

Taryn Lynn Ext 2228

Kristen VanKuren Ext 2237

Dietitian

Maja Williams Ext 2240

Director of Nursing

Jelte Schaafsma Ext 2234

Assistant Director of Nursing

TBD Ext 2229

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, HV Ext 2303

Bev Little, CV Ext 2300

Gayle McDougall, BV Ext 2302

Megan Herkimer, MV Ext 2301



**Agnes Hiltz
Arnold Felker
Shirley Wran
Gersh Sone
Doris Swick**

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:

Khurrum 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 Sarah MacNeil,
905 774-7547, ext. 2221.



Essential Caregiver Visiting Hours

Monday to Friday
8:30 a.m. – 8:00 p.m.

Saturday & Sunday
10:00 a.m. – 6:00 p.m.



November 1, 2022

Action Required: Important Changes to Your Rogers Services

On December 1, 2022, Grandview Lodge located at 657 Lock Street West, and Rogers will be upgrading your Bulk agreement. With this change, we will be phasing out your existing Rogers Digital TV service to provide you access to our Ignite Starter.

Your New Bulk Ignite Bundle Includes

Bulk Ignite Starter + 1 Ignite Entertainment Box

- Lineup of popular TV channels.
- Award-winning Voice Remote¹ so you can find what you want to watch easier and faster with the only Voice Remote that searches across all your streaming apps and live TV channels².

Ask about Ignite Home PhoneTM Offers!

Take advantage of a convenient central number for the whole household with unlimited Canada-wide calling plus 7 features included.³

To activate your new Bulk services, call our Bulk Customer Care team beginning November 15, 2022

1.  **1-855-759-5856**  7 days a week 7am – 10pm EST

2. Select your language:

- For English **Press 1** for French **Press 2**

3. Select the nature of your call:

For Ignite Migrations:

- To activate services offered in your bulk agreement and/or if you are calling to subscribe to Ignite, **Press 1**
- To ensure accuracy of order, kindly note that calls regarding migration updates can take upwards of 25 minutes or more. Residents may also be asked to confirm identity with a customer care representative. Please have ID and an email address available for order completion.

We encourage all residents to call in to confirm that your account is aligned with your new bulk agreement.

Without moving to Rogers Ignite, your current Rogers services won't be available as of March 1, 2023.

Call us to avoid any service interruption.

Please note your move to Rogers Ignite will require an equipment change.

Getting setup with Rogers is easy!

Installation and Delivery Options

Available installation options vary depending on the service you currently have and the services you are activating (most customers benefit from quick and easy self-install). Our Bulk Customer Care team will walk you through your personalized options when you contact us.

1. **Professional install** (no charge until December 15, 2022; a fee of \$149.00 (+HST) will apply thereafter).
2. **Self-install** (no charge until December 15, 2022; a fee of \$39.00 (+HST) will apply thereafter):
 - **Delivery by appointment:** A Rogers technician will deliver the equipment to your address. Once delivered, follow the Easy Installation Guide to set-up your service.
 - **Courier delivery:** Once equipment is delivered, follow the Easy Installation Guide to set-up your service.

Setup Instructions

When you call us to book your services, our Bulk Customer Care team will provide you with your 9-12 digit account number to create your MyRogers profile. If you're new to Rogers, set your password using the MyRogers email we sent you. Already a customer? You can recover your username or password at rogers.com/myrogers

Follow these steps to set up your MyRogers profile after booking services:

1. Go to the **MyRogers registration page** (www.rogers.com/consumer/profile/register/en).
2. Enter the email address you want to use as your MyRogers username and select **Continue**.
3. If you recently activated your services, we suggest using the email you provided when you activated your account.
4. Enter your 9-12 digit account number, postal code and date of birth, then select **Continue**.
5. A verification code will be sent to your email. Enter this 6-digit code into the verification screen, then select **Continue**.
6. You will then be prompted to create a MyRogers password. Select **Continue** to set your new password.
7. Once you've set your password successfully, you'll be able to sign-in to your MyRogers account automatically – just select Go to **MyRogers**. A confirmation email will also be sent to you.

For more information on how to setup your MyRogers profile, visit:
www.rogers.com/customer/support/article/how-to-get-started-with-myrogers

Bulk Ignite TV-only Starter



Bulk Ignite TV-only Starter Channels

ABC	CHCH	Fox	OMNI.2	TVA Montreal
ABC HD	CHCH HD	Fox HD	OMNI.2 HD	TVA Montreal HD
AM!-télé	Citytv	Global	Ontario Legislature	Unis TV
AM!tv	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

AM!-audio	Stingray Dance Clubbin'	Stingray Hip Hop	Stingray Nature	Stingray Remember the 80's	Stingray Special French
Stingray Adult Alternative	Stingray Easy Listening	Stingray Hit List	Stingray No Fences	Stingray Rock	Stingray The Blues
Stingray All Day Party	Stingray Flashback 70's	Stingray Hot Country	Stingray Nostalgie	Stingray Rock Alternative	Stingray The Chill Lounge
Stingray Big Band	Stingray Franco Country	Stingray Jazz Classics	Stingray Now4K	Stingray Silk (Love Songs)	Stingray The Spa
Stingray Classic Masters	Stingray Franco Retro	Stingray Jukebox Oldies	Stingray Pop Adult	Stingray Smooth Jazz	Stingray Today's K-Pop
Stingray Classic Rock	Stingray Greatest Hits	Stingray Kids' Stuff	Stingray Pop Classics	Stingray Soul'n R&B	Stingray Top Détente
Stingray Country Classics	Stingray Hindi Gold	Stingray Latin	Stingray Reggaeton	Stingray Special English	Stingray Urban Beats

*Not available in ATL

Channel availability can vary by region and is subject to change without notice. July 2022

Returning Your Digital Equipment

We offer technician pick-up or free courier delivery to return your existing equipment. See below for details.

If you chose an Ignite Professional Install

A Rogers technician will install your new service(s) and will collect your old equipment.

If you opt for Self-Install, you will be required to return your hardware directly to Rogers.

You will need to follow the equipment return instructions from the Canada Post website as shown below. Please provide your own shipping box in order to send back the equipment and don't forget to include the modem and power supply cables.

1. Go to the Canada Post - Print a Return Label page by visiting:
<https://www.canadapost.ca/cpotools/apps/prse/label?execution=e1s2>
2. In the "return ID number" field, enter PR823007 and click continue.
3. The print a return label page will load with return information for Rogers Communications.
4. Complete your contact information section.
5. In the "item details" section, select the radio button beside yes to confirm that the item(s) weigh less than 65lbs.
6. In the "email notification" section, check "exception" or "delivery" or both and click continue.
7. You'll see the information you've entered on the form. Click "edit" if you need to make changes to any of the fields.
8. Click "get label".
9. Check your email (including your junk folder) for a copy of the return label.
10. You'll also receive a tracking number in your email. Please keep the tracking number provided for your records.
11. Securely pack the items to be returned in a box.
12. Bring your box to your nearest Canada Post outlet/location for return.

To activate your service, contact our Bulk Customer Care Team to obtain your bulk offer:



1-855-759-5856



7 days a week 7am - 10pm EST

Available to new customers residing at the building identified, subject to change without notice. Taxes extra. Data usage subject to Rogers Terms of Service and Acceptable Use Policy (see rogers.com/terms). If you change or cancel your services at any time, bundle benefits will no longer apply. You are receiving an offer for these services under a bulk arrangement between Rogers and your building. If the bulk arrangement ends, this service will be cancelled. At that time, you may choose to subscribe to services with Rogers at then-current rates, subject to any applicable rate increases. Discount applies to monthly service fee for core services only. Additional optional add-ons and pay-per-use rates are not included with the offer. **1.** The X1 Voice Remote was the recipient of the Emmy Award for "Contextual Voice Navigation for Discovering and Interacting with TV Content" in 2017. **2.** Separate subscriptions may be required. **3.** Existing Rogers Home Phone customers who subscribe to a Rogers Ignite bundle must switch to the Ignite Home Phone service (activation optional) and their existing home phone service will no longer be available. Ignite Home Phone operates with the Ignite WiFi Gateway modem with no battery back-up. In the event of a power or network outage/disconnection, Ignite Home Phone service will not be available and you will not be able to make any voice calls, including Emergency 9-1-1 calls. Certain features not available with Ignite Home Phone service, including TV call display, distinctive ring, auto connect, foreign exchanges and multiple lines. Chat lines, data, fax and/or long-distance calls made using call forwarding and three-way calling features are prohibited. TMTrademarks of or used under license from Rogers Communications Inc. or an affiliate. ©2022