



GRAND VIEWPOINTS

Message from the Administrator

Welcome to the August edition of Grand Viewpoints! At Grandview Lodge, we believe in fostering a strong sense of community and ensuring that our residents and their families stay well-informed and engaged with everything happening in our home. As we embrace the joys of summer, we are thrilled to bring you a collection of updates, heartwarming stories, and a glimpse of the exciting events ahead.

Firstly, I want to inform you all that Kim Eros our Director of Nursing's last day at Grandview Lodge was Thursday July 27th. I would like to personally express my gratitude to Kim for her exceptional dedication and hard work during her time as the Director of Nursing.. In the relatively short time she has been with us, Kim has made a significant impact and demonstrated remarkable competence in her role.

One of Kim's primary focuses was on maintaining and improving nursing staffing levels at Grandview Lodge. She actively worked on creating new rotations for Personal Support Workers (PSWs) in line with our increased funding, initiated strategies to improve our scheduling software, reinstated regular meetings for both PSWs and Registered staff, and collaborated with the HR department on recruitment and retention strategies. Kim's commitment extends beyond the staff; she also demonstrates a deep care and dedication to our residents and their families. Her ability to connect with all members of our staff and her passion for enhancing the quality of life for our residents have been truly admirable qualities.

As Kim transitions to new endeavors, she will be missed by all of us at Grandview Lodge. However, I would like to extend my best wishes to her for the future. We will be recruiting for a new Director of Nursing but in the meantime if you have any issues or concerns regarding Nursing please contact Charlotte Hutchinson, Associate Director of Nursing at ext. 2226 or by email chutchinson@haldimandcounty.on.ca.

I am also very happy to share that Cathy Fisher has accepted the permanent, full-time position of Supervisor of Programs and Support at Grandview Lodge! Cathy has been filling the role on a temporary basis since April of this year.

Cathy's dedication to enhancing the quality of life for long-term care residents is evident in her past and current work with us, where she has consistently demonstrated a high level of passion for long term care. Joining us during a time of significant change, Cathy stepped into the role with confidence and ease. She quickly took charge of various responsibilities, such as organizing staff education, general orientation, volunteer appreciation luncheon, and other events crucial to our home's success. Moreover, Cathy successfully spearheaded the wheelchair accessible bike program, which has been met with overwhelming enthusiasm from our residents. Her forward-thinking mindset and ability to generate valuable ideas have been pivotal in propelling us in the right direction.

We are thrilled to officially welcome Cathy Fisher as our permanent Supervisor of Programs and Support, and we eagerly anticipate the positive impact she will continue to bring to Grandview Lodge.



Additionally, we want to inform you that the Ministry of Long-Term Care recently conducted an inspection at Grandview Lodge, focusing on specific aspects of our home. The reports from this inspection are accessible to the public and can be found on the website www.publicreporting.ltchomes.net. For your convenience, physical copies of these reports are also posted on the bulletin boards just outside each home area.

While our team is dedicated to providing resident-centered care, we understand that challenges and limitations may occasionally arise, hindering us from consistently achieving our goals. As a result, residents may express concerns or complaints from time to time. We wholeheartedly encourage you to share your concerns in a respectful manner, as this provides us with valuable suggestions for implementing positive change and continuous improvement.

How can residents and families raise a concern?

In many instances, concerns can be promptly addressed by respectfully communicating them directly to the person responsible. A simple conversation with a staff member, explaining your concern and suggesting potential corrective actions, can often lead to a quick resolution. For more complex issues requiring further assistance, you may reach out to a member of the Leadership Team. To request a meeting, please call the extension provided on the last page of this newsletter or visit the office anytime.

If you find that your concerns are not adequately addressed or pertain to potential risks of harm, you have the option to contact the Ministry of Long-Term Care or the Ontario Patient Ombudsman to investigate the matter further. We believe that working together enables us to resolve issues effectively. It is essential to us that you exercise your right to involve other support systems when you deem it necessary, and we wholeheartedly respect your decision to do so.

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
- by calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)
- TTY: 416-597-5371

As we say goodbye to July, we cherish the wonderful memories shared with our Grandview Lodge family. Thank you for your support and involvement. Let's look forward to an exciting August ahead, filled with more meaningful moments together.

Warmest Regards,

Amy Moore, Administrator ext. 2224
amoore@haldimandcounty.on.ca

Nursing

Palliative care is a philosophy that aims to improve the quality of life of persons facing life-limiting illness and support their families through the prevention and relief of suffering by means of early identification, assessment and treatment of symptoms. It addresses the physical, psychological, social, spiritual/existential, and practical issues of persons and their families, and their associated expectations, needs, hopes and fears. Palliative care is a way to prepare persons and their families for self-determined life closure and the dying process and help them manage it. This includes helping families cope with loss and grief during the illness and the bereavement experience.

August 30th, 2023 is National Grief Awareness Day and we would like to acknowledge that persons living in long-term care homes often experience grief and loss of many components of their former lifestyle. Families of persons living in long-term care grieve the changes they witness their loved one's experience and it is important to recognize this natural but sometimes unspoken process. At Grandview Lodge, we have been educating and training all staff on the palliative care approach. This year we welcomed Melissa Chadwick, an expert palliative care consultant to speak to us on different ways to understand and support the palliative care approach and how to individualize each person's plans of care to align with their expectations and preferences.

Here at Grandview Lodge our current practices are considered "evidence-based best practices" according to the Registered Nurses Association of Ontario (RNAO). The RNAO has published recommendations based on evidence and research to help guide nurses and other healthcare professionals through supporting persons and families through the last 12 months of life.

The RNAO's best practice guideline recommends that health-service organizations implement an interprofessional model of care focused on the palliative approach in collaboration with the person and family and we wanted to share our pride in the fact that our practices for provision of care are of the highest quality, following strong evidence-based practices when it comes to the palliative approach, hospice palliative care, and end-of-life care.

If you or your loved ones are approaching or have entered a significant life transition and feel you are experiencing difficulty coping with grief and loss, please reach out to one of your community supports. If your loved one resides at Grandview Lodge, please reach out to one of the nursing staff members to start a conversation on supporting you and your loved one through the palliative process.



Charlotte Hutchinson, RN
Associate Director of Nursing, ext. 2226

Dietary Services

Happy August!! We are half way through the summer already and it has been a warm one! We would like to remind everyone that it is important to stay hydrated and keep **COOL!!** So, to help everyone stay cool, freezies will be available to both Residents and staff, free of charge! They are located in the Home Area fridge/freezer for staff and the serverly freezers for Residents.

Our summer BBQs are in full swing and our Residents have really been enjoying them! The BBQs will continue throughout August with some entertainment to boot.

On July 1st our residents had a special Canada Day Lunch, where smiles were seen all around the dining rooms.

This month we have again planned some **Special Food Days** for everyone! Here's what's cookin':



August 2nd –Ice Cream Sandwich Day!!

August 3rd –National Watermelon Day!!

August 9th –Rice Pudding Day!!

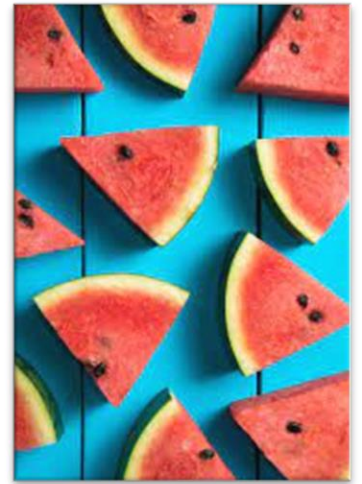
August 11th –Raspberry Tart Day!!

August 14th –Creamsicle Day!!

August 15th –Lemon Meringue Pie Day!!

August 20th –Bacon Lovers Day!!

August 24th –National Peach Pie Day!!



The Tuck Shop supplies a variety of cold beverages all summer long—water, the best thirst quencher—iced tea, ginger ale etc. Be sure to pop by for a cold beverage this summer and maybe pick up a wordsearch to enjoy in the Centennial Gardens!

From the Dietary Team we hope you have a lovely summer!

Taryn Lynn, Supervisor, Dietary Supervisor

Kristen VanKuren, Dietary Supervisor

Kaitlyn Myles, Registered Dietician

Facility Operations

It is my great pleasure to be sharing Grandview Lodge's progress on the implementation of the new nurse paging/call bell system. Over the last few months, Aatel has been working with Haldimand IT, nursing department, and Facilities Supervisor to upgrade our system as part of the digitization improvement initiative in our strategic plan. I would like to highlight some of the successes so far, and what is planned for the next month.

We have rolled out portable phones for all the PSWs and nurses that are linked to the call bells, bed exit alarms, common area pull stations, and tub/spa rooms. When a resident calls for assistance, the staff are able to reassure them someone is on their way and ask if they can bring anything when they come. The nurses carry the portable phones that can receive external calls if family require any medical updates or have urgent inquiries.

During the month of August Aatel will be working to replace all the wall boxes to include some extra features. There will be three different mounts in each bedroom. One for the call bell, one for the bed exit alarms, and one for the staff to call for assistance/emergency response.

All of these changes are our way to better connect residents to staff, staff to staff, and families to staff.

Programs & Support

"A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing and the lawnmower is broken."

-James Dent

August is such a beautiful month that we have planned many outdoor activities, including BBQ lunches every Tuesday, Entertainment in our Centennial Gardens and of course lots of bike rides! We also have outings booked to Caruso's, The Hungry Putter and Shelly's Diner!

The Dog Days of summer are here and so are our visiting pooches. We are happy to see our therapy dogs visiting Grandview Lodge on the following days:

- Hill View and Bridge View on August 6th at 10:00 a.m.
- Creek View and Marsh View on August, 20th at 10:00 a.m.

July was full of sunshine and fun times! Residents, families and staff enjoyed the "Squeeze the Day" event in the Pavilion, where lemon meringue pie, lemon sorbet and, of course, ice cold lemonade was served to all! The lemon sorbet was a big hit and an overall fan favourite!

Volunteers are needed.

Do you have some extra time each week or do you know of someone who needs Volunteer hours? We are looking for volunteers to help in our Gift shop, recreation programs and visiting with our residents. Please call Cathy at ext. 2233 for more information.

Get involved!

We are beginning our Family Council at Grandview Lodge and need your help. What is a Family Council?

- Allows families to give each other ongoing mutual support and encouragement. Sharing thoughts and feelings with others who are in the same situation can help family members cope –e.g., when experiencing difficulties in adjusting to having a loved one in Long-Term Care
- Provides a forum for learning – e.g., regarding residents' rights, the health issues affecting residents (e.g., Alzheimer's disease), or other relevant topics
- Provides an opportunity to become knowledgeable about the Home's operations, policies and rules. This can be especially helpful for families of new residents
- Can help families and the Home form a positive partnership aimed at improving resident care
- Offers family members a chance to express their collective concerns – a "united voice" supporting a "united effort." In this way, a Family Council can be a catalyst for positive changes in residents' daily lives, families' experiences and in the Home in general
- Can benefit residents who are physically or mentally unable to voice their needs and concerns as well as those without family
- Can benefit the Long-Term Care Home by providing a means for staff to deal directly with families as a group and establish meaningful ongoing lines of communication. For example, staff may be able to use the Family Council as a sounding board for new ideas
- Ultimately, improves residents' quality of life and supports families of residents

Grandview Lodge will be hosting a Family Council Information event on September 7th at 2pm. RSVP to Cathy Fisher ext. 2233.

Cathy Fisher,
Supervisor, Programs & Support
Ext. 2233

UPCOMING EVENTS



Civic Holiday

Monday, August 7th

The front office and bank will be closed

Tanner the Therapy Dog will be on-site on August 6th and August 20th!



Our **Wheelchair Accessible Bicycle** is up and moving!!!

Connect with the Recreation Team for more details!



The Hair Salon:

Bobbi Jo will be returning to GVL on August 21st, 2023.

In the meantime, Residents and families will need to find alternate options.

If transportation is needed for Residents to attend an off-site hair appointment, please connect with Jodi Walsh at the front desk for assistance.



HAPPY BIRTHDAY

Howard Bassindale

Myrtle Dares

Joyce Haslam

Laura Hoover

Lewis Richardson

Thomas Worrall

Steve Cyr

Gloria Fleming

Raymond Hogue

Hans Niendorf

Carmelle Walker

Gloria Young

Wishing you a wonderful year filled with special moments, good health and happiness!



Grandview Lodge welcomes:

Gerry McCarthy to Hillview!

Carol Leggett to Marshview!

Sally Houser to Marshview!

Dorothy Greenwood to Creekview!

We are so pleased to have you with us!



It is with heavy hearts that we say goodbye to...

Angelo Loro of Bridgeview

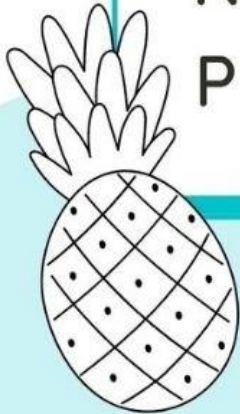
Maurene Tweedle of Creekview

SUMMER WORD SEARCH

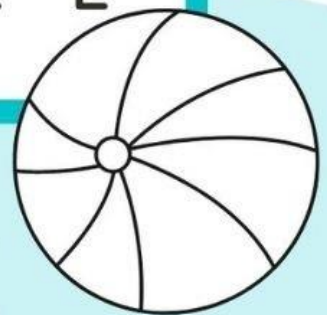
Look for the 15 words listed below.

craftskidslove.com

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



beach	play	sun	
fun	pool	sunblock	water
hot	popsicle	swim	waves
pineapple	sand	shell	umbrella



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**

Amy Moore Ext 2224

Supervisors, Dietary Services

Taryn Lynn Ext 2228

Dietitian

Kaitlyn Myles Ext 2240

Director of Nursing

TBD Ext 2234

Associate Director of Nursing

Charlotte Hutchinson Ext 2226

Acting Supervisor, Facility Operations

Kristen VanKuren Ext 2241

Supervisor, Programs & Services

Cathy Fisher 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

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 Jodi Walsh, 905 774-7547, ext. 2221.