



## GRAND VIEWPOINTS

### **Message from the Administrator**

As we say goodbye to summer, it's time to embrace the cozy vibes of fall. Welcome to our October newsletter! The leaves are doing their vibrant colorful dance, and we're here to fill you in on all the good stuff happening at Grandview Lodge. Few things compare to the warmth of a homemade Thanksgiving feast enjoyed in the company of family. We cordially invite you to join us on Monday, October 9th, for GVL's Thanksgiving Dinner. To secure your spot, please get in touch with Jodi Walsh, our Resident Service Clerk, at [jwalsh@haldimandcounty.on.ca](mailto:jwalsh@haldimandcounty.on.ca) or dial extension 2221.



Toward the latter part of the previous year, Grandview Lodge initiated the process of developing our next four-year strategic plan. To assist us in this endeavor, we engaged Glenn Pothier of G.L. Pothier Enterprises Inc. Glenn conducted planning sessions involving various stakeholders, including residents, staff, families, community organizations, and partners. These sessions aimed to gather feedback on our strengths, weaknesses, and opportunities for the future of Grandview Lodge.

While our original plan was scheduled for implementation in January of this year, we encountered a few leadership transitions that temporarily affected our timeline. Today, I am thrilled to introduce our shared vision for the future of Grandview Lodge. Our mission statement remains unchanged: "With comfort, compassion, and care, the Grandview Lodge community supports a meaningful life for residents." However, our vision has evolved slightly. "As a leader in Long-Term Care services and a DementiAbility certified home, Grandview Lodge will focus on aging with independence and self-fulfillment. By embracing multiple philosophies of care, Grandview Lodge strives to create an environment where residents are actively involved in their physical, social, psychological and spiritual well-being."

Our history of introducing a new philosophy of care began in 2011, when Grandview Lodge transitioned from a medical model of care to a social model of care. In the past we have received praise from Accreditation Canada for providing exemplary care and programs for our residents living with dementia and younger adults. In May 2014, our home received the Innovation and Excellence Award for our adoption and support of best practices in DementiAbility, Butterfly Model, Gentle Persuasive Approach, and Montessori methods. We are committed to ensuring that all our staff members receive training in DementiAbility, as

we firmly believe this philosophy will guide us into the future of long-term care. While this philosophy continues to be a fundamental part of our vision statement, our commitment extends to embracing a variety of care philosophies that foster an environment where residents can flourish and experience their fullest potential in life.

By expanding upon the foundations of our core principles, which include being internally resilient, prioritizing resident safety and well-being, fostering innovation, staying connected with external relevancy, and ensuring preparedness for the future, we can continue Grandview Lodge's legacy and continue to build upon an already extraordinary long-term care home. Please take a look at our "We Will" statements below as we have many wonderful things planned to get us where we need to be. If you or your loved one would like additional information regarding our strategic plan, please contact me directly at [amoore@haldimandcounty.on.ca](mailto:amoore@haldimandcounty.on.ca) ext. 2224. I will be Grandview Lodge staff meetings to present this material as well as at Resident and Family Council.



**Grandview Lodge**  
*Comfort. Compassion. Care.*

**Strategic Plan 2023-2026**

**OUR MISSION**—*With comfort, compassion and care the Grandview Lodge community supports a meaningful life for residents*

**OUR VISION**— As a leader in Long-Term Care services and a DementiaAbility certified home, Grandview Lodge will focus on aging with independence and self-fulfillment. By embracing multiple philosophies of care, Grandview Lodge strives to create an environment where residents are actively involved in their physical, social, psychological and spiritual well-being.

<b>Internally Strong</b>	<b>Resident &amp; Safety Focused</b>	<b>Innovative Home</b>	<b>Externally Relevant</b>	<b>Future Ready</b>
<p style="text-align: center; margin-bottom: 5px;"><b>We Will...</b></p> <ul style="list-style-type: none"> <li>Foster a positive workplace culture, including strengthening staff engagement and morale</li> <li>Foster an inclusive and progressive learning environment</li> <li>Effectively recruit and retain quality staff</li> <li>Foster a cohesive team</li> <li>Ensure staff accountability</li> </ul>	<p style="text-align: center; margin-bottom: 5px;"><b>We Will...</b></p> <ul style="list-style-type: none"> <li>Further encourage the 'living' of a resident-centered social model of care</li> <li>Create and communicate opportunities for resident and family member engagement that value the resident voice</li> <li>Provide care that supports resident life journeys</li> <li>Maximize resident health and safety</li> <li>Ensure safe medication practices</li> <li>Broaden and strengthen relationships with community partners to best meet resident needs</li> </ul>	<p style="text-align: center; margin-bottom: 5px;"><b>We Will...</b></p> <ul style="list-style-type: none"> <li>Maintain and improve GVL infrastructure, including the building and grounds</li> <li>Maximize and fully utilize our indoor and outdoor physical space</li> <li>Embrace technology with a view of enhancing resident comfort and participation</li> </ul>	<p style="text-align: center; margin-bottom: 5px;"><b>We Will...</b></p> <ul style="list-style-type: none"> <li>Build relationships with and enhance our connectivity to the broader community</li> <li>Attract and retain valued volunteers</li> <li>Demonstrate and communicate our value to the community and earn the confidence placed in us</li> <li>Build our relationship with Haldimand County Council and staff</li> </ul>	<p style="text-align: center; margin-bottom: 5px;"><b>We Will...</b></p> <ul style="list-style-type: none"> <li>Lay the foundation for the coming changes in resident needs- given shifts in demographics, age of intake</li> <li>Respond effectively to changes in the 'care environment'- including new legislation, policies and societal health circumstances</li> <li>Advocate for what is best for our residents</li> <li>Reduce our environmental impact</li> </ul>

I'd like to extend my personal gratitude to everyone who contributed to our journey in developing the 2023-2026 strategic plan. Your assistance and expertise are greatly appreciated, and we are enthusiastic about what lies ahead for Grandview Lodge with your support.

**Amy Moore**  
**Administrator ext. 2224**  
[amoore@haldimandcounty.on.ca](mailto:amoore@haldimandcounty.on.ca)



## **Nursing**

Respiratory Illnesses 101 – Let's play "What's the difference?"

Fact 1: Influenza (the flu), COVID, and the common cold are all highly contagious respiratory illnesses, but they are caused by different viruses.

- Flu is caused by strains of influenza viruses only.
- The common cold can be caused by a number of different viruses, including: rhinoviruses, parainfluenza, and seasonal coronaviruses.
- Seasonal coronaviruses should not be confused with SARS-CoV-2, the virus that causes COVID-19.

Fact 2: Because flu, the common cold, and COVID have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone.

- Colds generally do not result in serious health problems.
- Flu and COVID can have serious complications such as pneumonia, bacterial infections, or hospitalizations.

<b>Signs and Symptoms</b>	<b>Flu</b>	<b>Cold</b>	<b>COVID</b>
Onset	Quickly	Gradually	Suddenly
Fever	Common	Rare	Common
Muscle/body aches	Common	Sometimes	Common
Chills	Common	None	Common
Fatigue/weakness	Common	Sometimes	Common
Sneezing	Rare	Common	None
Chest discomfort	Common	Mild	Common
Shortness of breath	Rare	Rare	Common
Cough	Rare	Mild/Moderate	Common
Stuffy/Runny nose	Rare	Common	Common
Sore throat	Rare	Common	Common
Headache	Common	Rare	Common
Nausea/vomiting/diarrhea	None	None	Common
Loss of taste/smell	None	None	Common

(<https://www.cdc.gov/flu/symptoms/coldflu.html>)

(<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>)

Fact 3: We know influenza is now circulating in our community, and cases are greater and rising earlier than usual this year.

- Getting the influenza vaccine and a COVID-19 booster is important to protect ourselves and people in our community who are most vulnerable.
- Apart from washing our hands and staying home when we are sick, getting vaccinated is the best thing we can do to protect ourselves and our community, and lessen the burden on the health-care system.

**Debbie Marks, RN, Director of Nursing ext. 2234**

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



## Dietary Services

### **Healthcare Foodservice Worker Appreciation Week (October 1<sup>st</sup> – 7<sup>th</sup>):**

Dating back to 1985, the first week of October, in healthcare settings, is set aside to honour and celebrate Healthcare Foodservice Workers.

During this weeklong celebration, we take time to celebrate the dedicated professionals who are the key ingredient in delivering nutrition service excellence to the Residents here at Grandview Lodge! Healthcare foodservice workers are integral to the seamless operation of our home on a daily basis. Their multifaceted roles include catering meetings and events, providing take-out/catering orders for Residents and their loved ones, and, most importantly, crafting nutritious, delicious, and tailored meals for Residents from diverse backgrounds and with varying health needs.

The healthcare foodservice team also maintains the kitchen, serveries, and dining rooms at very high standards of cleanliness. The foodservice team continually provides feedback and suggestions from Residents and their loved ones, which help Dietary Services develop and improve recipes and collaborate with area farmers to use fresh, local produce.

Beyond the visible aspects of their work, healthcare foodservice workers excel behind the scenes. They skillfully manage extensive inventories of food and supplements required to prepare hundreds and thousands of meals. This, in turn, ensures that Grandview Lodge runs smoothly and the Residents receive the nourishment they need to have the best quality of life and care. Their unyielding dedication and attention to detail are truly commendable, contributing to the overall well-being of Residents, guests, and employees.

*Thank you to Dietary Services Team at Grandview Lodge for all the important work you do!*

### **Special Reminders**

**Thanksgiving Meal:** *Thanksgiving Dinner will be held @ 5:00pm on Monday October 9<sup>th</sup>.* Ticket sales have already begun and will commence at 4:00pm on October 4<sup>th</sup>. This is to ensure we can accommodate the meals and seating arrangements for all Residents and their guests.

**Breakfast Club:** We are excited to have Breakfast Club start back up again in November! There will be some slight changes to the program this year. To allow for increased participation from Residents and Staff, we are changing Breakfast Club to “Brunch” Club. Residents and staff will be invited to partake in the set-up and production/cooking of brunch items (eggs, bacon/sausages, pancakes/waffles, toast, etc.). This occurs one Wednesday per home area, per month. The program will pause in December and resume in January until the end of March. Please check the upcoming Activity/Program calendars for the month of November to see the dates of Brunch Club for each home area.

**Meal Ticket Costs:** The price of meal tickets for both regular meals and special menus/events will be increasing soon (2024). More information regarding the price increase will be included in the November newsletter.

### **Special Menu Days:**

- October 5<sup>th</sup>: National Apple Brown Betty Day
- October 8<sup>th</sup>: National Pierogi Day
- October 9<sup>th</sup>: Thanksgiving Dinner
- October 13<sup>th</sup>: National Egg Day
- October 23<sup>rd</sup>: National Pasta Day
- October 27<sup>th</sup>: National Potato Day
- October 31<sup>st</sup>: Halloween

**Taryn Lynn, Supervisor, Dietary Supervisor**  
**Kristen VanKuren, Dietary Supervisor**  
**Kaitlyn Myles, Registered Dietician**



## **Facility Operations**

Welcome October!!

While HVAC improvements are still underway for the Home, there will be a halt in work for a few weeks as we await the arrival of some critical structures that will eventually support the new HVAC system on the rooves of GVL.

Our new Supervisor of Facility Operations, Steve Durk, is on site and excited to take over these major projects. The Leadership team is happy to have him here at GVL, and can't wait for all the wonderful knowledge and expertise he will bring to both the Leadership team and the Home. If you see Steve, make sure to say hello!



This month we will be celebrating the Environmental and Housekeeping staff during an appreciation week on Sept 25-29<sup>th</sup>. This group of amazing staff go above and beyond to make GVL sparkle and shine, and we want to show them how much they are appreciated, not only in my eyes but the eyes of residents and staff as well!!

Thank-you to this amazing Group!!

Reminder to families that with the chilly weather approaching, it is time to start the transition from summer clothing to fall clothing. The laundry department is still accepting Adaptive clothing donations, but will no longer be accepting regular clothing donations.

When outside during this Fall season please be mindful of Bees and Wasps, they have been known to particularly aggressive during this time of year. I would not want anyone to get stung!! I know how sore that can be.

**Kristen VanKuren**

**Dietary Supervisor/ Housekeeping and Laundry Interim Supervisor**

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## ***Infection Prevention & Control***

### **What is an Essential Caregiver?**

- A type of essential visitor who is designated by the resident and/or their Substitute Decision Maker (SDM) and is visiting to provide direct care to the resident.
  - *Direct care includes supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making.*

### **How can I become an Essential Caregiver?**

- Reach out to our Infection Control Coordinator to book your training session to become an Essential Caregiver.

**Taylor Reichheld, IPAC Coordinator ext. 2229**

[treichheld@haldimandcounty.on.ca](mailto:treichheld@haldimandcounty.on.ca)



## What's Happening in Bridgeview:



The Men in Bridgeview have been giving back to the community by fine sanding wood paddles; getting them prepped for painting for the organization "Paddles of the Grand" to be used in their painting workshops.



Over the summer the Bridgeview residents enjoyed going for bike rides through the park. We encourage families to take the training so they can make great memories with their loved ones. Muriel's daughter and son in law getting her ready for a ride.

For training on the bicycle please contact Cathy Fisher 905-774-7547 ext. 2233

Therapeutic pet visits from Tanner, Haldimand County's Community Paramedic Wellness Dog are always welcomed in Bridgeview. Tanner receives lots of pets and snuggles during his visits on the unit.



## October Resident Feature: Gae (Gaëtane) Roy of Creekview!

Gae (Gaëtane) Roy was born in a small village in Quebec, the sixth of fourteen children. Her life has always been filled with family and community. As she grew up, her lifelong sense of wonder led her to explore North America, Europe and even Central America. Even when she was busy working as a nurse and raising her daughter, she found the time to explore the East coast of the United States all the way to Florida.

At some point, Gae decided that she wanted to see all of Canada. Sometimes, Gae travelled with family, like the time she watched her cousin run a marathon in Michigan. She never wanted to deprive herself of an opportunity and happily wandered on her own as well. This led her to camp in a tent in Newfoundland for six weeks as she explored at her own pace. Family received long letters detailing her itinerary and photos that included a moose up close and people that she met along the way!

Another trip involved driving to British Columbia on her own. She especially loved Qu'Appelle Valley. Gae appreciated the beauty and followed her heart rather than a schedule. Her family did not know when she would return but was reassured by regular snail mail that Gae was having the time of her life.

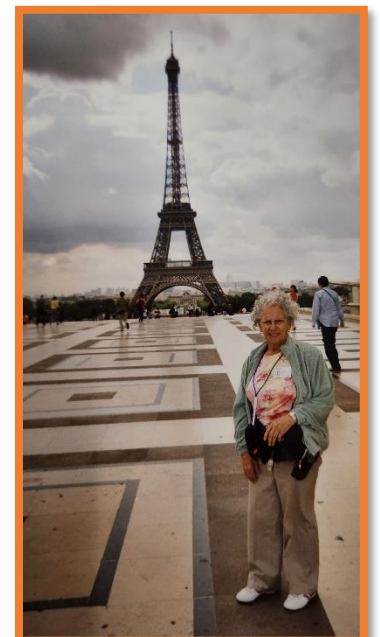
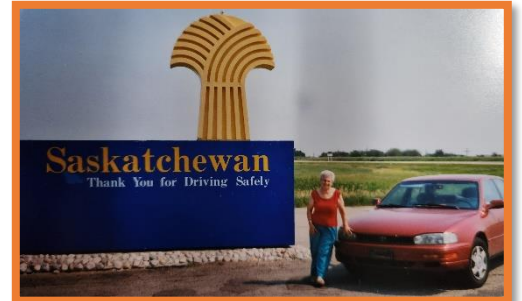
Once entering the Yukon, Gae found out that if you got a museum passport stamped at four museums, you could win an ounce of gold. Never one to skirt a challenge, Gae enthusiastically went from museum to museum. Apparently, this was a lengthy journey and Gae loved every minute of it. And of course, she won the ounce of gold for her efforts!

Although Gae's travels were often solitary, she always met people and visited loved ones along the way. She made friends by asking for a cup of coffee when she needed to stay awake (no tea for a change!) and by connecting with other travellers at various destinations. It is certain that the people who climbed Grouse Mountain with her will remember her perseverance forever. She was 67 at the time that she hiked the 2830 steps to the summit.

Gae continued to discover the world by car, train and foot until in 2006 she decided to join a pilgrimage to France, Spain and Portugal. Now 71, she still kept up with all the walking. As she discovered the Camino de Santiago, she combined sight seeing with her faith as she had so many times before.

If you ask Gae about her travels, the first thing that she will tell you is that she has no regrets in life. She has seen and done all that she wanted. She will also tell you that her favourite trip was to Tegucigalpa, Honduras where she spent eight months near her sister who served in a convent there. Gae took full advantage of this trip to learn Spanish at the University, see the sights there and in Guatemala as well as spending time seeing how her sister lived. She is thankful that they shared this unique bond.

Gae is still travelling when she can although not as far and not for as long. She explores the region with her daughter and loves to see the Windmills and fruit trees. Her enthusiasm is contagious.



# UPCOMING EVENTS

## **Thanksgiving Dinner!**

Monday, October 9<sup>th</sup> at 5:00 p.m.

Contact Jodi Walsh, Resident Services Clerk to purchase tickets at the front desk, by phone at ext. 2221 or by email:

[jwalsh@haldimandcounty.on.ca](mailto:jwalsh@haldimandcounty.on.ca)

**Tickets for sale until October 4<sup>th</sup>**

\$13.00 each



## **Monster Mash Halloween Party!**

Tuesday, October 31<sup>st</sup>

Residents, visitors and staff are encouraged to dress up for Halloween on Main Street!





# HAPPY BIRTHDAY

Brenda Boddy

Margaret Cushenan

Dorothy Greenwood

Agnes Hiltz

Harold MacPherson

Barry Moore

William Moore

Marion Pickle

Cornelia Pyle

Yvonne Rice

Anne Silverthorne

Marilyn Tupper

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



Grandview Lodge welcomes:

Ron Marr to Marshview!

Wanda Montgomery to Marshview!

Gertrude Stienstra to Bridgeview!

We are so pleased to have you with us!



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

Isabelle Wilson of Bridgeview

# Thanksgiving

WORD SEARCH



CHILDREN

HOLIDAY

PARENTS

DINNER

HOME

RELATIVES

FAMILY

JOYFUL

SEASON

GATHERING

MEMORIES

VISITING

GRATEFUL

OCCASION

THANKFUL



**GRANDVIEW LODGE**

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Fax: 905 774-1440  
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**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**  
Debbie Marks Ext 2234

**Associate Director of Nursing**  
Charlotte Hutchinson Ext 2226

**Supervisor, Facility Operations**  
Steve Durk 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:**

TBD Physiotherapist

Bobbi-Jo Biggley Hairdresser &  
Barber

Jodi Ainsworth, 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.

