



2024 GRAND VIEWPOINTS

Message from the Administrator

Dear Residents, Families, and Friends,

Welcome to the February edition of the Grandview Lodge Resident & Family Newsletter! As we step into this new month filled with possibilities, we're thrilled to bring you the latest updates, events, and highlights from our community at GVL.

Your feedback matters! The **Resident & Family Satisfaction Survey** provides a valuable opportunity for you to share your experiences and insights, helping us to acknowledge our strengths and identify areas for enhancement. Every voice contributes to our shared success. The survey was recently distributed to residents and families, and additional copies are available at our front desk. We kindly ask for your participation by **February 16th** to ensure your invaluable input is included.



657 Lock St. W
Dunnville, ON N1A 1V9



Grandview Lodge
Resident & Family
Satisfaction Survey

Dear Residents, Family Members & Friends,

On behalf of Grandview Lodge, I would like to thank you for allowing us the opportunity to provide care to and build relationships with your loved ones.

Through your observations and feedback, we can identify areas to strengthen our abilities to deliver exceptional levels of care. Please take some time to complete this questionnaire and highlight what is going well at Grandview Lodge and areas we can improve on! We ask that you reference experiences from 2023, so we know what direction to go in for 2024.

To show our appreciation for completing the survey, your name will be placed in a draw for a chance to win a Tim Horton's Gift Card or a Gift Certificate for the Grandview Tuck Shop!

Please Return Your Survey to Grandview Lodge by Friday, February 16th, 2024

Grandview Lodge strives to provide Residents with the care and services they deserve and expect.

Sincerely,

Amy Moore, Administrator
Grandview Lodge
905-774-7547 ext. 2224



In December, our home underwent a thorough inspection by the Ministry of Long-Term Care. These inspections are essential to maintaining the highest standards of care within long-term care homes like ours, aligning with the Ministry's commitment to resident well-being and regulatory compliance. This specific inspection focused on addressing previously reported critical incidents, ensuring accountability and continuous improvement.

The findings of these inspections are openly accessible within our home. Once we receive the public copy, you'll find the report posted on bulletin boards near each home area. Additionally, these reports undergo thorough review and discussion at our Resident and Family Council meetings. For those preferring online access, please visit the [LTC Public Reporting link](#) provided.

While we take pride in the quality of care we provide, we remain committed to embracing opportunities for growth and improvement. We recently received feedback from the Ministry in the form of four written notifications and one compliance order, all of which we are actively addressing. Should you have any questions or require further clarification after reviewing the report, please don't hesitate to reach out to me directly at amoore@haldimandcounty.on.ca or extension 2224. Your input is valued as we strive to continually enhance our services.

Ontario Launches New Long-Term Care Home Investigations Unit – Announcement made January 15th, 2024.

We wish to bring to your attention this new supplementary inspection protocol. The Ontario government has established a dedicated Investigations Unit to enhance oversight and ensure resident safety in long-term care homes. With a \$72.3 million investment, this 10-person team will address serious compliance issues and enforce resident rights. The unit will investigate allegations involving abuse or neglect, repeated non-compliance, failure to follow ministry orders, falsification of reports, and negligence by corporate directors. Designated as Provincial Offences Officers, investigators will handle cases under the Fixing Long-Term Care Act, potentially resulting in fines or imprisonment for offenders. This initiative supplements Ontario's efforts to strengthen long-term care, including increased inspector numbers, improved IT systems, and new enforcement tools. If you would like additional information around this special investigation unit please visit: [link to the article](#).

As we conclude this February newsletter, we extend warm wishes to all our residents, family members, and friends for a joyous and love-filled Valentine's Day! May your hearts be filled with happiness, warmth, and cherished moments shared with loved ones. Happy Valentine's Day!

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

Accounts Clerk

We're continuing our search for the Accounts Clerk position and aim to fill it promptly. In the interim, if you have any financial inquiries within GVL, please reach out to Jodi Walsh, Resident Service Clerk, at jwalsh@haldimandcounty.on.ca.

Resident Services Clerk



Date: November 8, 2023
To: Family Health Team, Local Long-term care homes

RE: Non-Urgent Patient Transportation

At this time, Haldimand War Memorial Hospital would like to formally notify you that all patient transportation **unrelated** to the patient's medical needs while in our care at HWMH will be the responsibility of the patient and/or family to pay and possibly even arrange. A brochure will be available in all departments for patients/families that explains the expectations and process to making their own arrangements.

HWMH will always ensure that patients requiring transport to another facility or home will be assessed for the safest and most appropriate cost effective mode of transportation including the appropriate choice of escort based on the patient's condition.

*All non-emergency transportation of a patient (such as discharge) to their home, to long-term care or to an appointment **unrelated** to their primary admitting diagnosis, surgery/procedure or emergency visit is the responsibility of the patient/family. The hospital staff are still able to assist in booking the transportation. In all instances, the patient/family and/or POA will be put in touch with the transport company to pay directly. If this is not able to be completed at the time, the patient/family will receive a bill from the hospital.*

Thank you for your understanding and cooperation in this matter.

Sincerely,
HWMH Nursing Leadership and Finance Department

Infection Prevention & Control

A frequently asked question this time of year is: **“Do I have a cold or the flu?”**

Here is some information to assist in spotting the differences:

SYMPTOM	COLD	FLU
Fever	Rare	Usually, high fever that comes suddenly
Headache	Rare	Frequent
General aches/pain	Mild	Common
Fatigue (weakness)	Quite Mild	Common
Stuffy Nose	Common	Sometimes
Chills	Rare	Common
Sneezing	Common	Sometimes
Sore throat	Common	Sometimes
Cough	Common (mucus)	Common (dry, no mucus)
Chest discomfort	Mild	Common
Vomiting	No	Common
Diarrhea	No	Common
DETAILS	COLD	FLU
Sudden symptoms	Appear gradually	3 to 6 hours
Bed ridden	Rare	Common (5 to 10 days)
Complications	Sinus congestions, ear aches, infections	Pneumonia, bronchitis etc.
Prevention	Clean hands well and often	Flu shot & Clean hands well and often
Treatment	Temporary relief of symptoms	Antivirals – best if given within 24-48 hours when symptoms start
Cause	Rhinovirus, RSV, others	Influenza Virus

This chart provides basic general information only and is to be used as a quick guide, not as a complete resource on the subject.

If you have any further questions, ask the Infection Prevention & Control Coordinator or your health care provider.

Always remember not to enter the home if you are experiencing any cold/flu symptoms.

Taylor Reichheld, IPAC Coordinator, ext. 2229
treichheld@haldimandcounty.on.ca

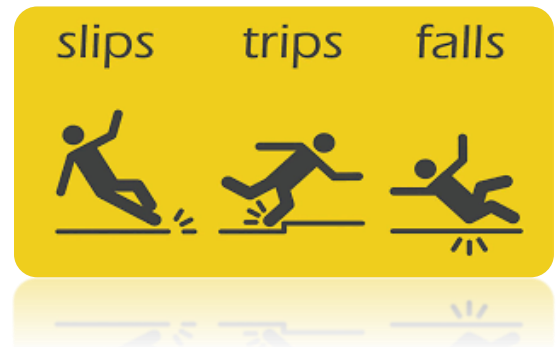


Facility Operations

Slips Trips & Falls

Slip and trip injuries are some of the most common injuries employees experience on the job. These injuries are preventable. There are many safety practices that can be implemented to reduce the risk of these injuries.

- Ensure mats and rugs are secure
- Barricade unsafe Work Areas
- Organize work area
- Keep floors dry
- Slip resistant foot wear



Winter Weather Driving

- Monitor weather for any incoming snow storms or icy conditions and plan your travel around those conditions. Do not put yourself in a situation where you are stuck on a roadside.
- Do not drive in wintery conditions if possible. Eliminating driving eliminates your chances of being in an accident.
- Be a defensive driver. Stay clear of other drivers and maintain a safe distance in case you need to brake or turn to avoid an accident.
- Slow down. Winter weather conditions necessitate having to reduce your speed. Reducing your speed will give you more time to react as well as help to avoid losing control of your vehicle.



Steve Durk, Supervisor, Facility Operations, ext. 2241
sdurk@haldimandcounty.on.ca



FEBRUARY RESIDENT FEATURE: BEV MOORE!



I reside in Creekview, and my name is Bev Moore.

I was born to Frank and Rose Beck on February 14th, 1943.

I am the eldest of six siblings. (These are two of my brothers, Ronnie and Gordie).



I always liked dancing, and when I was a teenager, I went to as many dances as I could. That's where I'm met Dave Moore. He had a date, but I danced with him all night long. Dave and I dated for two years and then we were married.



We eventually settled in Wainfleet on Bell Road. Our family consisted of five children; four boys, Terry, Lewis, Kevin, and Darryl, and one daughter, Stacey.



My husband Dave was part of a construction business with his father and another partner. Eventually, Dave bought out both partners and the business became Moore Construction. He had built approximately 50 homes in Wainfleet along with other projects.

While he was building his business, I sold Avon. This was something I could do, while our children were in school. I sold Avon for approximately 30 years and was a top seller!!!

Throughout my life, I travelled with my children to Florida-Disney World, and with my husband Dave, to Nashville, Tennessee. We loved going to the Grande Ole Opry and we visited Graceland. We truly enjoyed our travels!

My life has been very fulfilling. I have been blessed to have a wonderful husband who provided me with love and children, and a wonderful life. I have enjoyed selling Avon and was really blessed to have been able to travel to places that I loved!!

WHAT'S HAPPENING IN BRIDGEVIEW



Bridgeview is feeling a little "Green"
this January....



Bridgeview kicked off 2024 with a "Rocking in the New Year" celebration on the unit with Brad Boland entertaining. It was a great party with lots of singing and dancing with staff and family.



Bridgeview residents are missing the beautiful sites of winter and the sun so we decided to bring a little winter inside and decorate the unit in a winter wonderland theme.



It has been a quiet month for the residents in Bridgeview as they went into Quarantine the first week of January. Just a gentle reminder if you are visiting and not feeling well, please come another day and always hand sanitize and wear your mask when visiting to keep our residents healthy.



The 2024 theme for Black History Month is:
Black Excellence: A Heritage to Celebrate, a Future to Build.

About Black History Month

Every February, people across Canada celebrate the many achievements and contributions of Black Canadians and their communities who, throughout history, have done so much to make Canada a culturally diverse, compassionate and prosperous country.

Recognizing Black History Month in Canada

In 1978, the Ontario Black History Society (OBHS) was established. Its founders, including Dr. Daniel G. Hill and Wilson O. Brooks, presented a petition to the City of Toronto to have February formally proclaimed as Black History Month. In 1979, the first-ever Canadian proclamation was issued by Toronto.

The first Black History Month in Nova Scotia was observed in 1988 and later renamed African Heritage Month in 1996.

In 1993, the OBHS successfully filed a petition in Ontario to proclaim February as Black History Month. Following that success, Rosemary Sadlier, president of the OBHS, introduced the idea of having Black History Month recognized across Canada to the Honorable Jean Augustine, the first Black Canadian woman elected to Parliament.

In December 1995, the House of Commons officially recognized February as Black History Month in Canada following a motion introduced by Dr. Augustine. The House of Commons carried the motion unanimously.

In February 2008, Senator Donald Oliver, the first Black man appointed to the Senate, introduced the [Motion to Recognize Contributions of Black Canadians and February as Black History Month](#). It received unanimous approval and was adopted on March 4, 2008. The adoption of this motion completed Canada's parliamentary position on Black History Month.

<https://www.canada.ca/en/canadian-heritage/campaigns/black-history-month/about.html>

UPCOMING EVENTS

Shrove Tuesday

February 13th

Valentine's Day Social & Entertainment

February 14th, 2:00 p.m. in the Auditorium

HAPPY BIRTHDAY

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

Doris Burley
Mausara Faraj
Jean Menzel
Beverly Moore
Barbara VanFleet
Eric Weston

W E L C O M E

Grandview Welcomes:

Pat Kingsnorth to Hillview!

Gwynneth Pears to Hillview!

Moya Barker to Marshview!



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

Laura Hoover of Marshview

Jim Johnson of Bridgeview

Valentine's Day Word Search

c g f l o w e r s i p
j s w e e t h e a r t
e f p a c u p i d a e
v h o i k a c p s r t
a o g u y h e a r t s
l o v e r r d e g o f
e k r a p t r r o w r
n r i r o s e s p x i
t o h s d r d e i r e
i s u h s p i n n h n
n r g a r e l l k t d
e o s c h o s r o s h
s w e e r t s f r i e
v c h o c o l a t e k

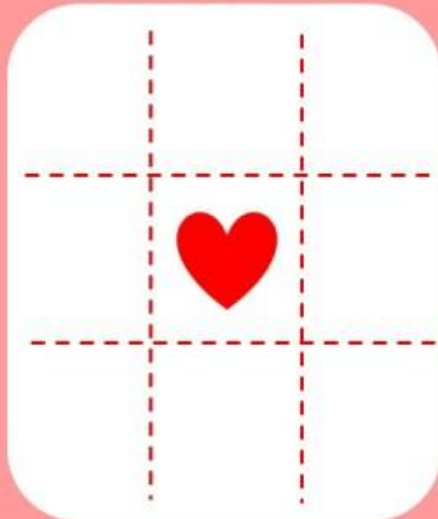
valentine
arrow
cupid
hearts
love

red
fourteenth
hugs
chocolate
pink

roses
friend
flowers
sweetheart
kisses

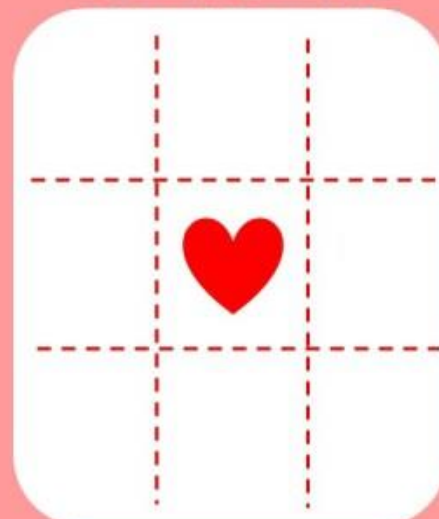
Valentine's

TIC ♥ TAC ♥ TOE



Valentine's

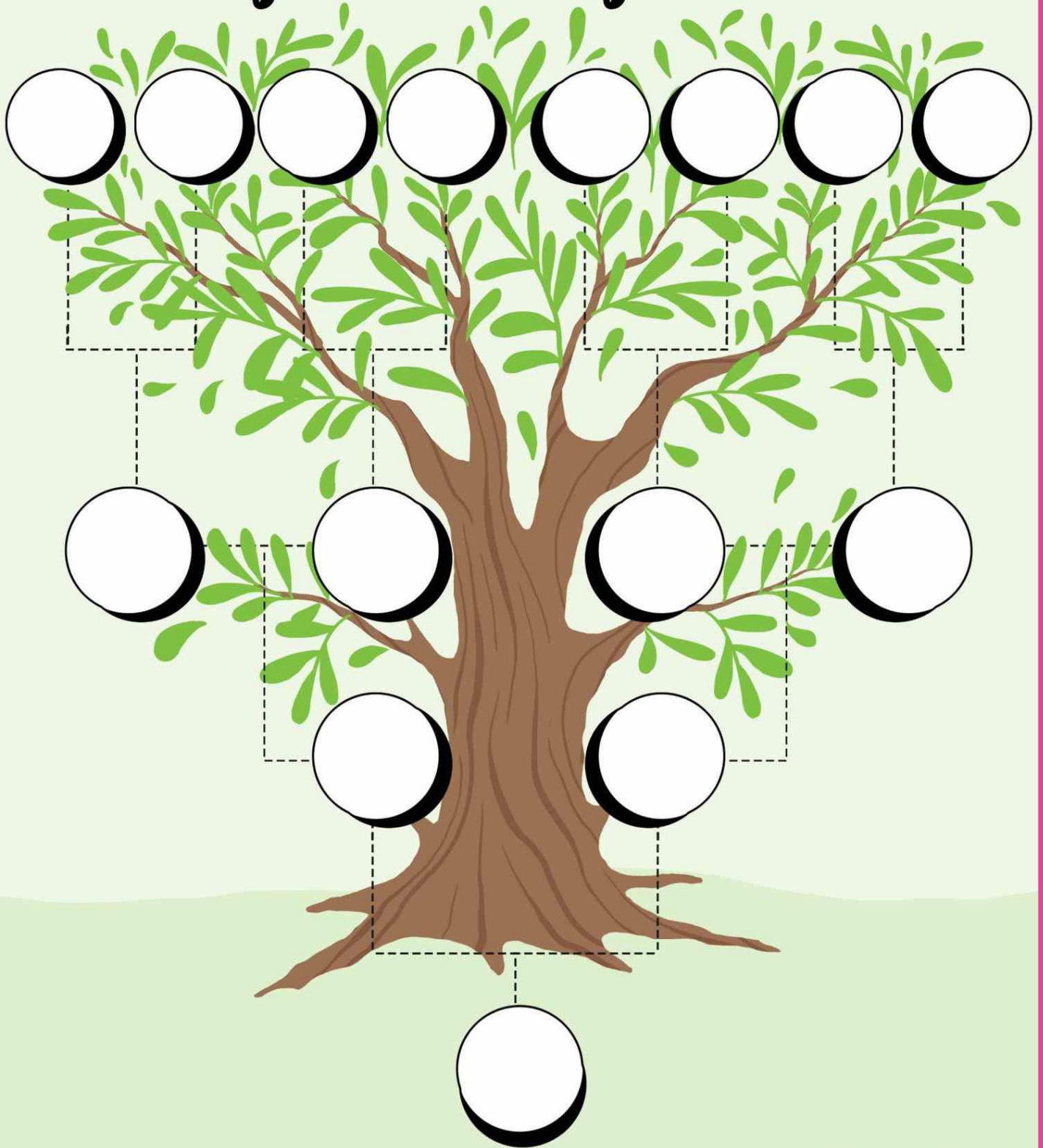
TIC ♥ TAC ♥ TOE



Monday, February 19th, 2024 is Family Day!

Family Day is a special occasion celebrated in many countries around the world to honor and celebrate the importance of family. It is a day to reflect on the bond that ties us together and to strengthen our relationships with our loved ones.

My Family Tree



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

Kristen VanKuren Ext 2237

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, Creekview Ext 2301

Bev Little, Hillview Ext 2302

Gayle McDougall, Marshview Ext 2303

Megan Herkimer, Bridgeview Ext 2300

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:

Rajesh John 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.

