



# 2024 GRAND VIEWPOINTS

## *Message from the Administrator*

Happy New Year! I hope this message finds you in good health and high spirits as we embark on the first month of 2024. As we bid farewell to the past year, I'm filled with gratitude for the cherished moments and the bonds that have been fostered within Grandview Lodge. January is a month of fresh starts and renewed energy. It's a time to reflect on the beautiful journey we've shared and to look forward to the adventures that lie ahead. At Grandview Lodge, we're excited about the possibilities this year holds for our beloved residents and dedicated staff.

As leaders within the long-term care sector, we are dedicated to constant self-improvement, fostering growth, and maintaining our status as one of the best long-term care homes. We will demonstrate our dedication to achieving excellence through the implementation of our four-year strategic plan, introduced last year to effectively navigate us into the future. Displays outlining this plan will soon be visible throughout our home, reflecting our commitment to transparently communicate our ongoing initiatives to all members of our community. As part of this strategic plan and to help us to better understand the unique needs of our residents and their families, we conduct an annual Resident & Family Satisfaction survey every February. We encourage everyone to be on the lookout for this survey next month and kindly ask for your participation. Your input is invaluable in helping us identify our strengths, areas for improvement, and implementing any suggestions you may have. Considering that we've utilized the same survey for an extended period, we're particularly eager to hear your thoughts on potential changes this year. Your feedback will be instrumental as we collaborate with the Haldimand County Communications team to develop a new and improved survey. We believe that your insights will contribute significantly to enhancing the overall experience at our Grandview Lodge.

It is my pleasure to introduce Ashley Mellen, the newest member of our Grandview family, who is joining us as a Social Service Worker at the beginning of January. Ashley brings some wonderful experience in long-term care, having earned her Masters of Social Work from the University of Windsor in 2016. In her role, Ashley will play a crucial part in supporting the emotional and social well-being of our residents and families. She will be actively involved in assessing the unique needs of each individual, providing counseling, and facilitating programs that foster a sense of community and connection among our residents. Ashley's expertise and dedication align seamlessly with our mission at Grandview Lodge, where we prioritize the holistic care of our residents. We are thrilled to have Ashley on board, and we are confident that her skills, knowledge, and genuine compassion will make a significant positive impact on the lives of our residents and the entire community. Please join us in extending a warm welcome to Ashley as she embarks on this exciting chapter with us.

I want to take a moment to thank each and every one of you for entrusting us to care for you and your loved ones. Here's to a January full of love, laughter, and moments that turn into amazing memories!

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

## **Nursing and Personal Care Services:**

Happy New Year!! Each January, the Alzheimer Society supports and leads Canada's **Alzheimer's Awareness Month**. **And while Alzheimer's Awareness Month may stop at the end of January, the experiences of people who live with dementia do not.**

By understanding what people living with dementia experience in their day-to-day-lives together we can raise awareness throughout Canada. Awareness is the first step to **fighting stigma**, **reinforcing human rights**, and **pushing for policy change**, as well as other actions that can lift up Canadians living with dementia.

Dementia can have an effect on how a person behaves. These changes in behaviour can be upsetting and frustrating for both the person with dementia and those around them. Responsive behaviours is a term commonly used to refer to actions, words, or gestures expressed by persons with dementia in response to something negative or confusing. It can also be a way for them to express an unmet need in the moment. These responsive behaviours may be caused by the disease, loss of communication skills, physical discomfort or pain, depression, confusion, or loss of ability.

Common examples of responsive behaviour include:

- Aggression or Agitation
- Wandering, pacing, restlessness
- Hallucinations, delusion, paranoia
- Repetitive noises or actions
- Withdrawing from activities

Common unmet needs include:

- Needing to use the toilet
- Hunger or thirst
- Pain or distress
- Loneliness or boredom
- Frustration or Confusion

The key to supporting persons with dementia it to remember that:

- All behaviours have meaning and are a response to a stimuli.
- Behaviours are complex and the person is not trying to be difficult.
- It is our job as a team to try and understand and make connections between the behaviour and what the person is trying to tell us.
- We need to treat the cause of the behaviour, not the symptom (the behaviour itself).

For more information please visit:

<https://alzheimer.ca/en/take-action/change-minds/alzheimers-awareness-month>

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

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

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## **Infection Prevention & Control**

### **RESPIRATORY TRACT INFECTIONS**

In congregate settings, respiratory infection outbreaks are *most commonly* caused by the following viruses:

- 1) Influenza A and B
- 2) Rhinovirus
- 3) Coronavirus
- 4) RSV

**Remember:** During Fall & Winter months, many of these viruses circulate in the community at the same time. This makes outbreaks of more than one organism possible. It is imperative to practice good hand hygiene by washing or sanitizing your hands regularly and to practice proper respiratory hygiene by coughing or sneezing into your arm/sleeve.

Thank you,

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

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



## Facility Operations

### **Avoiding slips, trips & falls in the winter**

As temperatures drop and snow flies, the number of injuries due to slips, trips and falls increases.

Workers suffer bruises and abrasions, broken limbs, cracked ribs, serious back and head injuries, often resulting in time off work.

But it doesn't take record-breaking snowfalls or ice storms to cause slips and trips.

In Canada, more than 42,000 workers get injured annually due to falls, according to the Canadian Centre for Occupational Health and Safety. Statistics show the majority (66%) are due to slips and trips on the same level. The remaining (34%) are falls from heights, such as ladders, stairs or roofs.

While much attention is given to prevent workers falling from elevations, the reality is that anyone can slip, trip and possibly fall on level ground. And winter's wet and icy conditions make the likelihood even greater.

### **Here are a few tips to avoid injury**

- Walk slowly and deliberately, focused on the path ahead.
- Where possible, avoid slippery surfaces, such as wet leaves, icy areas and snow banks.
- Wear appropriate footwear with slip-resistant soles to work, and change into indoor footwear. Ice grippers that attach to your footwear can provide additional traction.
- Use handrails where available.

### **HVAC Project Updates**

Phase I of the HVAC Renewal project is almost complete for 2023 with several new air handling units sitting on the roof ready to be commissioned for startup & operation. Phase II will be starting shortly into the new year with the remaining air handling units to be installed along with the installation of a new generator that will serve as secondary back up power in the event of a power outage.

### **Maintenance Corner Tip**

Always ensure that your HVAC (Heating, Ventilation, Air-Conditioning), equipment in your house is operating at peak performance. If you don't schedule time for maintenance, your equipment will schedule it for you!

**Steve Durk, Supervisor, Facility Operations, ext. 2241**

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

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## Resident Services Clerk

The Haldimand County 2024 User Fees have been established for Grandview Lodge and are as follows:

Monthly Cable Charge—Admin Fee	Cost Recovery + 15%
Family Overnight Suite (per night)	\$46.50
Meal Tickets—Guests	\$8.75
Special Event Meals	Cost Recovery
Transportation—15-minute increments	\$19.75

To book these services, please connect with Jodi Walsh, Resident Services Clerk at the front desk.

**Jodi Walsh, Resident Services Clerk, ext. 2221**

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

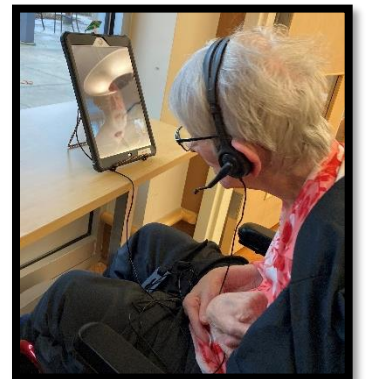
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## What's Happening in: Hill View!

December has been a busy month for Hillview residents. Visiting with family from near and far! Many residents (family members and staff) dug in to DECK HILLVIEW'S HALLS.



Hillview elves were singing and dancing, creating sugar plums and making the season MERRY & BRIGHT



Starting in early February, our full-time Recreationists will be rotating to new Home Areas. Here's where you can find the full-time team:

- Gayle McDougall → Marshview
- Nicole Leeney → Creekview
- Megan Herkimer → Hillview
- Bev Little → Bridgeview

**HAPPY BIRTHDAY**

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

Agnes Bruttocao  
Dale Carpenter  
Dan Devenny  
Sophie Levinski  
Margaret Meadows  
Wanda Montgomery

Doreen Pocsi  
William Smelser  
Shari Stampfler  
Lisa Whiteman  
Shirley Wran

**W E L C O M E**

Grandview Welcomes:

Johanna Meeuwse to Bridgeview!

Frank Loosemore to Creekview!

Ed Hastings to Bridgeview!

Vera Fitzpatrick to Hillview!

Norma Jepson to Marshview!



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

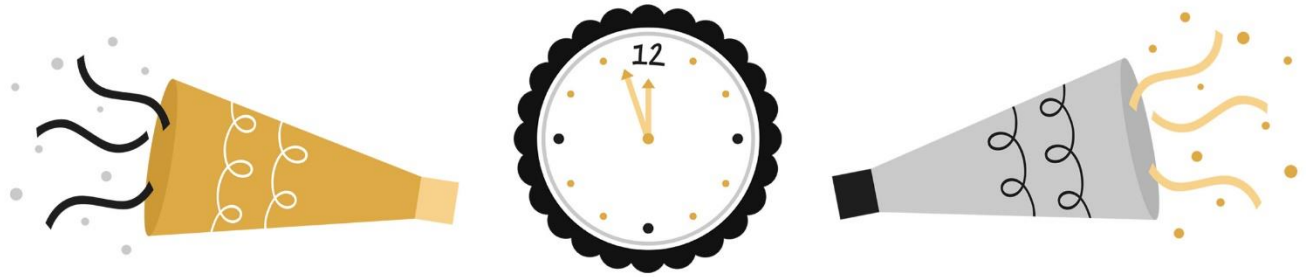
May Passmore of Hillview

Jim Worrall of Marshview

Martha Jones of Hillview

Betty Bristo of Hillview

# HAPPY NEW YEAR!



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

Countdown  
Confetti  
Midnight  
Balloons

Celebration  
Fireworks  
January  
Happy

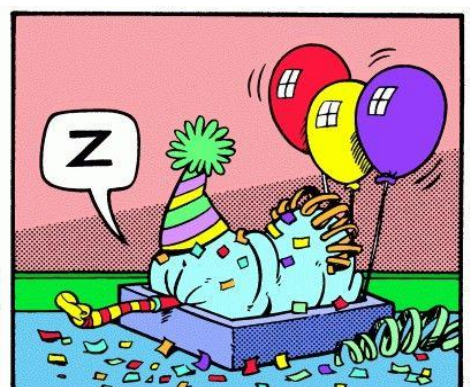


New Year  
Clock  
Cheers  
Goals

Party Poppers  
Noisemaker  
Resolution  
Sparklers



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## GRANDVIEW LODGE

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Web: [www.haldimandcounty.ca](http://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 2303

Bev Little, Bridgeview Ext 2300

Gayle McDougall, Marshview Ext 2302

Megan Herkimer, Hillview 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.

