

Grand Viewpoints

April 2020

Grandview Lodge's Resident & Family Newsletter



Administrative Message

Hello Grandview Family,

I want to dedicate this Newsletter to sharing Grandview Lodge's response to the COVID-19 pandemic. There's a wealth of reliable information from credible sources available for your review that will discuss the progression of the pandemic and how we all as citizens should be responding.

Resources can be found here:

<https://www.haldimandcounty.ca/covid-19/>

<https://hnhu.org/health-topic/coronavirus-covid-19/>

<https://www.ontario.ca/page/2019-novel-coronavirus>

At the time of writing this article, there are **no confirmed cases of COVID-19 in Haldimand County or Grandview Lodge.**

From the early onset, the Ministry of Health indicated that this virus is especially concerning for those with frail health and the elderly and because of that, measures to prevent transmission of the disease to our population at Grandview were implemented early and at a heightened level than the public community at the advisement of the Ministry of Health and Long Term Care. We started by educating our staff and sharing information with residents and families, we adopted screening tools and restricted visits. We've taken an aggressive stance on monitoring staff to protect both residents and each other from transmission; all the while trying to maintain a sense of normalcy within our walls. We recognize the impact social distancing can have on the psycho-social well-being of everyone involved and we welcomed any ideas that staff and families came up with. Our mission throughout this time is simple and summed up in two words: **Protect and Connect.**

I ensure every department within Grandview is approaching this difficult time with these two key goals in mind. We are committed to connecting our residents with their families and when that's not possible we're making sure the warm connections within Grandview continue and we are diligent in our processes that aim at minimizing the exposure to this virus. Our staff have stepped up and are answering the call, they are going above and beyond to ensure our standard of care is maintained but more importantly, that our residents feel safe and comforted and that they have activities to keep them engaged while we await the day we are all reunited again.

Many of our residents have lived through difficult times during their life and this is another one of those life events that we will look back on throughout history and reflect on how we responded. Check our the major events in the last 100 years:

<https://www.timetoast.com/timelines/major-events-in-the-last-100-years--2>

I want to thank everyone for doing your part and for your trust and understanding. **We will get through this together. Stay well!**

Jennifer Jacob, Administrator

NOTICE:

As of July 1st 2020 the Ontario Red and White Health Cards will be phased out. All residents with a red and white health card are required to supply documentation to the Ministry of Health in order to obtain a new, valid health card.

The documentation is as follows:

If born in Canada, either Birth Certificate, Passport (can be expired) or Native Status Card.

If born outside of Canada, Immigration Documents are needed.

If you do not have this documentation you are required to contact the Registrar General or Immigration, Refugees and Citizenship Canada (IRCC) to obtain new copies.

Please provide this documentation to me **at your earliest convenience to avoid disruption in health care coverage.** You can either mail it to me or drop it off in our temporary lobby mailbox. If you have any questions please **call** me (ext. 2221). Thank you!



Lori Beale, Resident Services Clerk

REMINDER: You'll be receiving a **Rate Reduction Application** (if your resident is eligible) either in the mail or by email early April. Please complete and sign the application and return it along with your resident's **2019 Notice Of Assessment**. You can either mail it to me or drop it off in our temporary lobby mailbox (just inside the front doors). If you have any questions please **call** me (ext. 2222).

Thank you!

Pamela Bonnett, Accounts Clerk

Resident/Family Satisfaction Survey Results

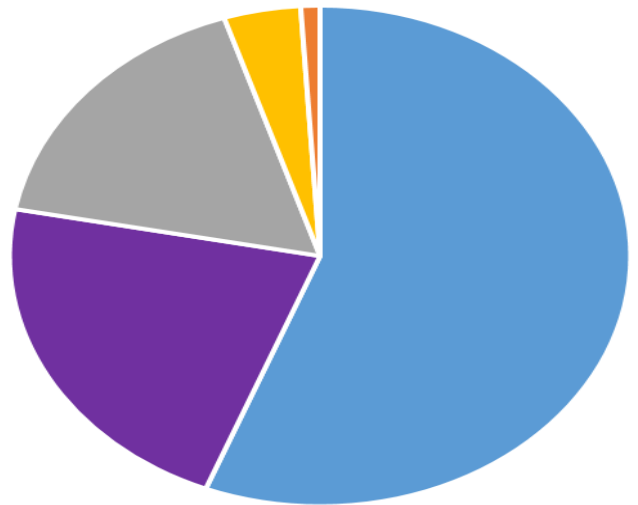
Thank you to those who took the time to complete our 2019 Satisfaction Survey. Your feedback is very important to us. We thank you for your suggestions and are proud to present some of the results:

92% of people would recommend Grandview to family/friends

Congratulations to resident Ray Hogue who won our participation prize!

Karli Pottruff, Admin Assistant

Overall rating of care and service.



■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

From Your Friendly Nursing Department

Many of you may be aware that Dr. Hu had submitted his resignation from both the Attending Physician and Medical Director role here at Grandview. Having provided us with ample notice, we were able to recruit his replacement. We're very happy to announce that Dr. Ahmed Kamouna will be taking over both roles.

Dr. Kamouna is well known and respected within our community. He joined the Haldimand Family Health Team at the Haldimand War Memorial Hospital in January 2014. That medical care team focuses on family and community health, coordinating patient care in order to assess and treat injuries and illness. His team there includes family doctors, nurses and other health care providers. He works in the hospital's Emergency Department and is the Medical Director for the inpatient unit at the hospital.

We're confident that Grandview will maintain our excellent resident care along side our new Medical Director. Dr. Hu and Dr. Kamouna are currently working together to ensure a smooth and careful transfer of care. We'll be sharing all necessary information with residents, families and staff as this formalizes.

We'd like to thank Dr. Charles Hu for all of his excellent care and dedication to our Home and its residents; we wish you the best on your future endeavors.

Kim Livingstone, Director of Nursing

Maintenance Knows Best!

During this pandemic, we have additional staff 7 days a week performing extra cleaning and sanitation on all high-touch surfaces throughout the Home. We're well stocked with hygiene and cleaning supplies and are diligent in taking the precautions to ensure all areas of our Home are kept at an exceptional standard of cleanliness.



Kellen Mowat, Facility Operations Supervisor

What's Cookin' in Dietary?!

Spring and Summer menus are underway with residents input; they'll be finalized by the end of April. Our Easter meal will be served Sunday April 12th at lunch time. Unfortunately, this special event meal will only be available to our residents as we are following social distancing limitations. Residents have chosen turkey, gravy, cranberries, dinner rolls, mashed potatoes, squash, and lemon pie for dessert. The alternate meal choice is ham, honey mustard, mashed potatoes, green beans and fruit Jell-O with topping for dessert. Enjoy and Happy Easter!



Pauline Grant, Dietary Supervisor

Programs and Supports

We want to reassure everyone that we've implemented some great ideas of how you can **stay connected with your loved one during this COVID-19 crisis**. Please see the link below to access the information. If you have any additional ideas please feel free to share them with me via e-mail aappel@haldimandcounty.on.ca or phone ext. 2233.

We've taken every measure to ensure the safety of our residents. **The recreation team has been working hard with continuing to offer diverse programs that meet the social, spiritual, emotional and physical needs of our residents.**

Unfortunately, all entertainers, special events and volunteers have had to be cancelled due to the COVID-19 visitor restriction guidelines. However, our office staff have taken on running the Tuck Shop which will remain open for residents from Monday-Friday, 2:00-4:00p. Thank you to Lori, Pam and Karli for helping out! Some of our volunteer run programs such as shuffle bowl on Friday mornings will continue with staff stepping up to make sure it happens. We now also have access to Netflix and Disney+ on our NEW 65" smart TV located in the Gathering Room. Afternoon movies will start this week. We want to ensure that these restrictions have the least amount of impact on our residents. Please let me know if you have any suggestions/questions/concerns.




National Volunteer Week





with your *loved* one at **GRANDVIEW LODGE**

Here are some ways you can connect with your loved one while we are currently experiencing visitor restrictions due to COVID-19.



EMAIL

Resident e-mail address:
hvresidents32@gmail.com


Please state resident name and room number in subject line. E-mail will be checked and delivered directly to the resident.



Skype



FaceTime



WINDOW VISITS!

Please contact the following recreation team members to help facilitate Skype, FaceTime or a window visit with your loved one. E-mails to the resident e-mail address can be sent at any time.

Hillview:	Nicole Leeney	ext. 2303	nleeney@haldimandcounty.on.ca
Creekview:	Bev Little	ext. 2300	blittle@haldimandcounty.on.ca
Marshview:	Megan Herkimer	ext. 2301	mherkimer@haldimandcounty.on.ca
Bridgeview:	Gayle McDougall	ext. 2302	gmcDougall@haldimandcounty.on.ca

or Amy Appel, Supervisor of Programs and Support ext. 2233 aappel@haldimandcounty.on.ca

Thank you to the 12.7 million Canadian volunteers we count on for various community supports. At Grandview, our volunteers have different roles; running the Tuck Shop, reading with residents, 1:1 music therapy, our Christmas stocking program and more. We celebrate the commitment, dedication and selflessness of our volunteers. You truly have a positive impact on us all and we could not do it with out you! **Thank you!!** Unfortunately, due to COVID-19, we've cancelled our Annual Volunteer Appreciation Luncheon April 15th – stay tuned for the rescheduled date.

Amy Appel, Programs Supervisor

The Welcome Wagon



Welcome to our new residents!

- **Helen Biggley**
Was married 65 years before her husband passed away. She has 9 children, 36 grandchildren and 12 great grandchildren! She loves to be helpful.
- **Norm Adams**
Is one of 10 children! He loves nature and animals.
- **Roy Alton**
And resident Joy have been married for almost 70 years! They were well known in town for their market flowers. He loves golf and dogs.
- **Gladys St. John**
Was married 59 years before being widowed in 2009. They had 3 children; sadly one passed away in 2007. She enjoyed knitting, sewing and baking over the years.

We're happy you joined the GVL family!

Roy and Joy met when he was 7 years old and she was 4. They're happy to be so close together again at Grandview.



Happy Birthday to our April residents!

- Judy Buck
- John MacNeil
- Nik Rogic
- Joe Denault
- Eva Rogic
- Deb Verge
- Albert Gordon Wilmore

SAVE THE DATE



Look forward to this!

Apr 10	Good Friday	Office Closed
Apr 13	Easter Monday	Office Closed
Apr 22	Earth Day	
Apr 23	Residents Council	10:00a

What's happenin' in Bridgeview...

During our COVID-19 precautions and limitations, recreational activities were a bit different. Bridgeview invited all home areas over for **bingo**!



Families stayed connected with their loved ones through **window visits**.



Gayle McDougall, Therapeutic Recreationist



Tips for staying healthy and preventing the spread of respiratory viruses such as COVID-19 and the flu:

- Stay home when you are sick.
- Wash your hands with soap and warm water often, for at least 20 seconds. Use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue (or your sleeve), then immediately throw the tissue in the garbage and wash your hands.
- Avoid close contact with people who are sick.
- Avoid visiting people in hospitals or long-term care centres if you are sick.
- Instead of a handshake, a kiss or a hug, use a friendly wave.
- Clean and disinfect high-touch objects and surfaces frequently.
- Get your flu shot if you haven't already.

From Health and Social Services Haldimand and Norfolk
<https://hnhu.org/health-topic/coronavirus-covid-19/>

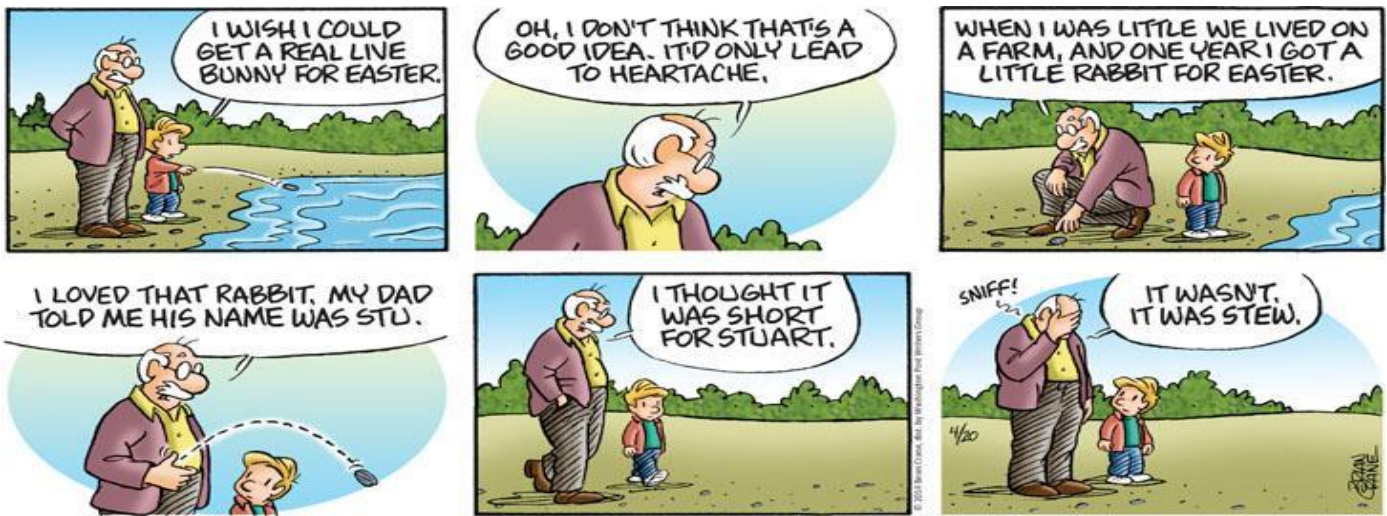
Farewell

With heavy hearts we said good bye to:


- Jeanine Bradley
- William Davidge
- Tom Lennox
- Laura Cowan
- Keith Wilkens
- Evelyn Greenwood
- Gladys St. John



Just for Fun!




© Brian Crane.

how do bees get to school?

 on a school buzz

what season is it when you are on a trampoline?

 spring-time


why was the baby strawberry sad?

 his mom was in a jam

what do you say to a fancy cactus?

 you look sharp!


what's a tornado's favorite game?

 twister

what do you call a flower that can't tell the truth?

 a liar (lie-laci)


why did the birdie go to the hospital?

 for a tweet-ment

why do bananas use sunscreen?

 because they peel

why can't you iron a four-leaf clover?

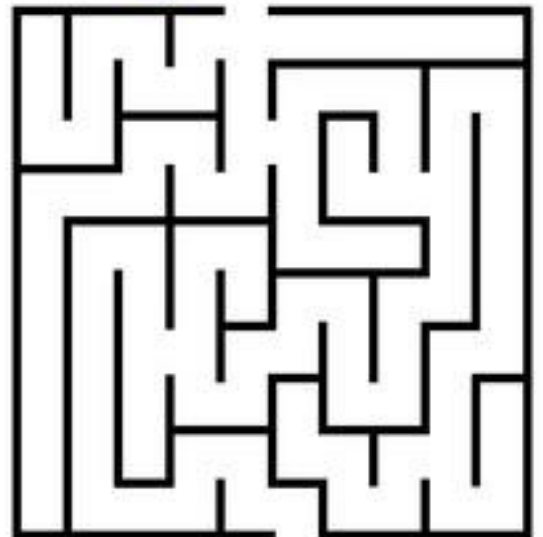
 don't press your luck

what do you call a plant that roars?

 a dandelion

Spring maze



Can you help the bee find her way to the flowers?



“Easter is meant to be a symbol of hope, renewal, and new life.”

Resident Feature

Roberta Nie, Hillview

Roberta is our feature resident for April. She was born on a leap year, February 29th 1920, and recently celebrated her 100th birthday!

Her father, Robert Gibson and her mother, Maggie Merryweather raised her and her siblings on their family farm in Cayuga. Roberta has two sisters, Edith and Andrewella (Andy) and two brothers, Arthur and Alfred.



As a child she attended school and Mount Olivet United Church. When her grandmother became ill, Roberta took care of the house and her siblings, at age 14, as her mother also had to go help family in Fort Erie. Her father passed away when she was 16; Roberta then left school to work and support her family.



She moved to Dunnville 8 years later and married Carson Nie two years after they met. Roberta and Carson had five children: Joyce, Wayne, Murray, Gail and Alan. She has 8 grandchildren, 14 great grandchildren and 5 great-great grandchildren!

Over the years, Roberta volunteered at the Salvation Army and church gatherings in Dunnville. She loved knitting, crocheting, quilting and reading. She followed the Toronto Blue Jays baseball and the Mudcats Dunnville minor hockey. She worked at Wabasso Fabrics until she retired at age 65.



Roberta, it's easy to see that you're reliable, selfless, nurturing and caring. I hope you realize the great life you've led by stepping up and helping your family and your community.

We're happy to have you here with us at Grandview.

Staff Contact List

Jennifer Jacob	Administrator	Ext. 2224
Jelte Schaafsma	Director of Nursing	Ext. 2234
Kim Livingstone	Assistant Director of Nursing	289-776-5185
Kellen Mowat	Facility Operations Supervisor	Ext. 2241
Pauline Grant	Dietary Supervisor	Ext. 2228
Maria Vanderhorst	Part Time Dietary Supervisor	Ext. 2237
Melanie Kippen	Dietitian	Ext. 2240
Amy Appel	Programs Supervisor, Volunteer Coordinator	Ext. 2233

Nurse's Stations:

Hillview	Ext. 2923
Bridgeview	Ext. 2922
Creekview	Ext. 2924
Marshview	Ext. 2925

Recreationists: Note these changed in Feb

Megan Herkimer, MV	Ext. 2301
Nicole Leeney, HV	Ext. 2303
Gayle McDougall, BV	Ext. 2302
Bev Little, CV	Ext. 2300

Did you know the following services are available at Grandview Lodge?!

Bobbi Jo Biggley	Hairdresser	Ext. 2239
Khurram Khan	Physiotherapist	Ext. 2232
Doug Maloney	Massage Therapist	289-684-9746
Vicki Lance	Dental Hygienist	905-741-4735
Conor McDonough	Dentist	Ext. 2221 (book with Lori)
Dr. Hu	Physician	Ext. 2221 (book with Lori)
Dr. Kazemi	Physician	Ext. 2221 (book with Lori)
For off-site medical appointments we have a van (fees apply)		Ext. 2221 (book with Lori)

Physician appointments held at Grandview Lodge and can include the Director of Nursing.

**You can find our Resident & Family Information Booklet
at the bottom of our Admissions page on the Haldimand County website – Grandview Lodge!**

To book the private dining room and/or overnight suite:

Lori Beale	Residents Clerk	Ext. 2221
Pamela Bonnett	Accounts Clerk	Ext. 2222
Karli Pottruff	Administrative Assistant	Ext. 2223

Grandview Lodge, An Accredited Home – Exemplary Standing

With comfort, compassion and care, the Grandview Lodge community supports a meaningful life for residents.

**657 Lock St. W
Dunnville, ON N1A 1V9
T: 905-774-7547
F: 905-774-1440
W: www.haldimandcounty.on.ca**



Our newsletters in colour can be found on the Grandview page of our website.

If you'd like to join the monthly email subscription list please email

kpotruff@haldimandcounty.on.ca

This list is also a way for us to relay importance notices to you by email immediately.