

Grand Viewpoints

Grandview Lodge's Resident & Family Newsletter

August

Administrative Message

Karli Pottruff, **Administrative Assistant**, is going on maternity leave August 11th. Stay tuned for who will be covering her leave. In the meantime, please contact Lori Beale or Pam Bonnett for front office inquiries.

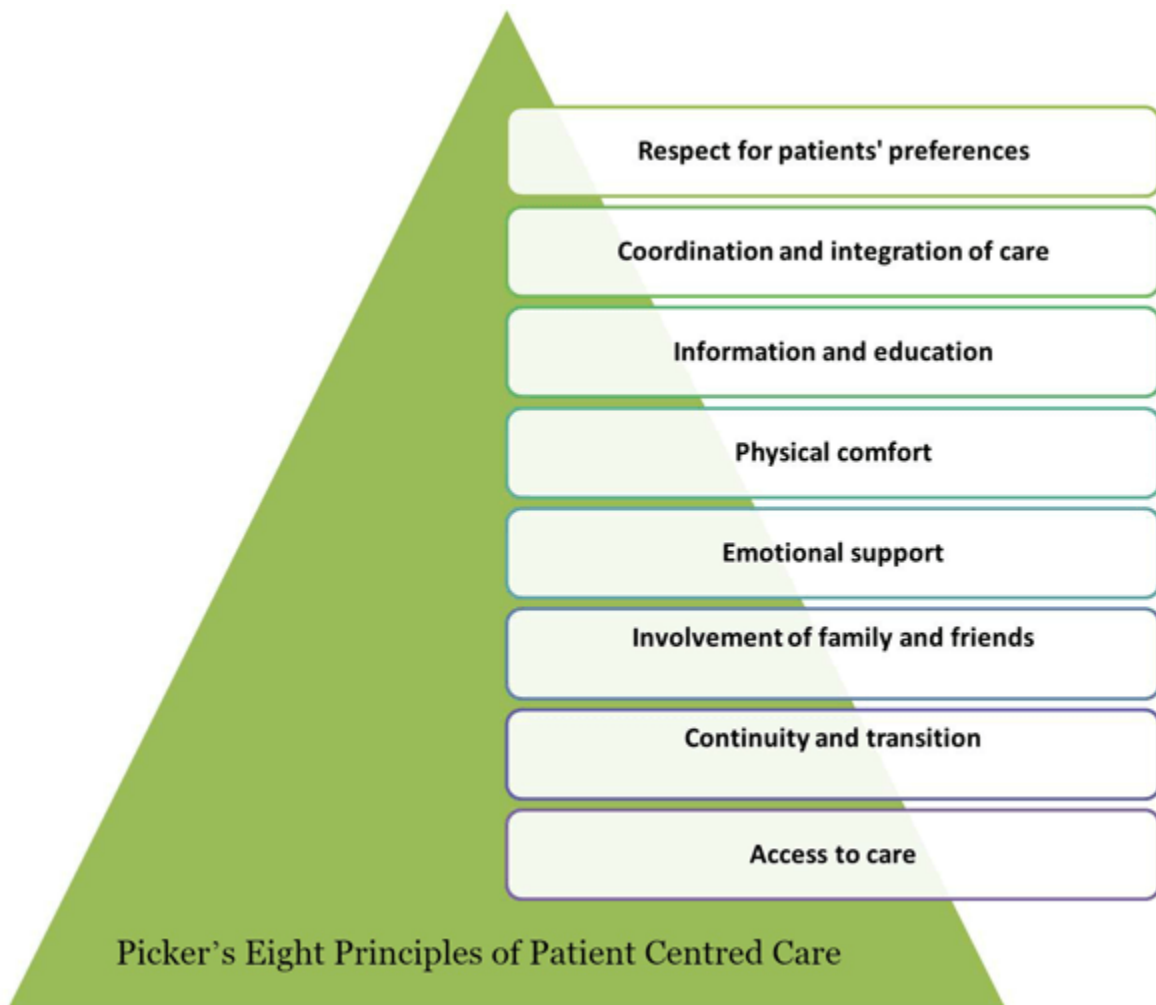
From Your Friendly Nursing Department

Resident-Centered Care

Grandview Lodge endeavors to provide Resident-Centered Care. There are many reputable resources that we can reference with many ideas to help us stay in line with this goal. Reading articles and accessing available resources inspire our ideas and keep us up-to-date with new ideas as we strive to remain a leader in LTC services. Our vision statement guides us to develop emotional connectivity with residents and recognizes that promoting physical and psychological well-being are equally important. Our Value Statement asks us to continue to have visionary leadership.

Below is a helpful and interesting take on the concept of Resident-Centered Care. The article refers to "patients" because the focus is on people living in the community.

Institute of Medicine. "Crossing the Quality Chasm: A New Health System for the 21st Century"



Defining Patient/Resident-Centered Care

Resident-centered care is the practice of caring for residents (and their families) in ways that are meaningful and valuable to the individual resident. It includes listening to, informing, and involving residents in their care. The IOM (Institute of Medicine) defines patient/resident-centered care as: "Providing care that is respectful of, and responsive to, individual patient/resident preferences, needs and values; and ensuring that the person's values guide all clinical decisions."

Overview of Picker's 8 Principles of Resident-Centered Care

The researchers found that there are certain practices conducive to a positive patient/resident experience and their findings form Picker's 8 Principles of Patient/Resident-Centered Care.

1. *Respect for Residents' values, preferences and expressed needs*

- Involve Residents in decision-making, recognizing they are individuals with their own unique values and preferences
- Treat Residents with dignity, respect and sensitivity to his/her cultural values and autonomy

2. *Coordination and integration of care*

During focus groups, residents expressed feeling vulnerable and powerless in the face of illness. Proper coordination of care can alleviate those feelings. Residents identified three areas in which care-coordination can reduce feelings of vulnerability:

- Coordination of clinical care
- Coordination of ancillary and support services
- Coordination of front-line care

3. *Information and education*

In interviews, residents expressed their worries that they were not being completely informed about their condition or prognosis. To counter this fear, care providers can focus on three kinds of communication:

- Information on clinical status, progress and prognosis
- Information on processes of care
- Information to facilitate autonomy, self-care and health promotion

4. *Physical comfort*

The level of physical comfort residents report has a significant impact on their experience. Three areas were reported as particularly important to patients:

- Pain management
- Assistance with activities and daily living needs
- Surroundings and environment

5. *Emotional support and alleviation of fear and anxiety*

Fear and anxiety associated with illness can be as debilitating as the physical effects. Caregivers should pay particular attention to:

- Anxiety over physical status, treatment and prognosis
- Anxiety over the impact of the illness on themselves and family
- Anxiety over the financial impact of illness

6. *Involvement of family and friends*

This principle addresses the role of family and friends in the patient experience. Family dimensions of patient-centered care were identified as follows:

- Providing accommodations for family and friends
- Involving family and close friends in decision making
- Supporting family members as caregivers
- Recognizing the needs of family and friends

7. *Continuity and transition*

Residents expressed concern and confusion about their care. Meeting residents' needs in this area requires the following:

- Understandable, detailed information regarding medications, physical limitations, dietary needs, etc.
- Coordinate and plan ongoing treatment and services
- Provide information regarding access to or provision of clinical, social, physical and financial support on a continuing basis

8. *Access to care*

Residents need to know they can access care when it is needed. Focusing mainly on ambulatory care, the following areas were of importance to the resident:

- Access to the location of hospitals and clinics
- Availability of transportation and ease of scheduling appointments
- Accessibility to specialists or specialty services when a referral is made

At Grandview Lodge, our Resident-Centered Philosophy forms the basis of our relationship with our residents, their families, our staff and the community. Resident-Centered concepts are in keeping with Grandview Lodge's Mission, Vision and Values and are part of our Strategic Plan.

What's Cookin' in Dietary?!

Every summer is **BBQ time** and the residents continue to enjoy BBQ Tuesdays outside in Centennial Gardens. An added bonus this summer is the live entertainment which has been enjoyed by all. Even though it's only August, we're already in the early planning stages for the fall and winter menus. Over the course of the last month we've tried a couple new products and resident feedback has been positive. We will formally meet with the residents at the Food Committee meetings over the next couple of months and brainstorm some **new menu ideas**.

The dietary department said their farewells to **Barb McAlonan** who worked here at Grandview Lodge for over 40 years (with only a small break to raise a family). We wish her well in her retirement!

Thank you to the admin, support, and recreation teams who continue to volunteer in our **Tuck Shop**. We hope residents are able to find what they're looking for when they come in to browse our shelves. If there's something you cannot find, please let our staff know – we may be able to help. Thank you for your continued support of Food Services and our Tuck Shop!

We're currently in the process of hiring **new Supervisors** for our Dietary Department – stay tuned! In the meantime, please contact any of the other Supervisors for dietary questions or concerns.

Programs and Support

We're pleased to now be able to have family and friends **visit their resident indoors** as of Monday, July 27th! Please see the Weekly Update dated July 20th for more details – it's posted on our website newsletter page. To schedule an indoor visit, you must have had a negative COVID-19 swab test completed within two weeks of the visit and contact the Recreation staff in your resident's area to set up a time. Outdoor visits will continue on Wednesdays and no longer require a COVID-19 swab test prior to the visit.



Our beautiful resident Ruth enjoying an outdoor visit with family

Part-time Recreation staff, Nynke Van Luik has gone on maternity leave – we wish her all the best with her new little one! We welcome Jami Melanson as new part-time Recreation staff!

Amy Appel, Program Supervisor

What's happenin' in Hillview...

HV residents have been gardening and spending time outside enjoying the beautiful weather!



Nicole Leeney, Therapeutic Recreationist

Look forward to this in August:

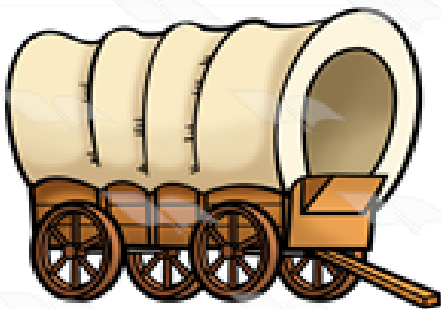
August 3	Civic Holiday	
August 4	HV BBQ	
August 11	CV BBQ	
August 18	MV BBQ	
August 25	BV BBQ	
August 27	Resident's Council	10:00a



Happy Birthday to our August residents!

- Roy Alton
- Barbara Christie
- Gloria Fleming
- Joyce Haslam
- Trudy Hiltz
- Ray Hogue
- Laura Hoover
- Hans Niendorf
- Barb Stirtzinger
- Robert Tomlinson
- Thomas Worrall
- Gloria Young
- Bev Maciuk

August Birthdays



The Welcome Wagon

Farewell

With heavy hearts we said good bye to:

- Muriel Goodbrand
- Bill Hewlett

You are missed.



Welcome to our new residents!

- **Betty Everets**

Grew up in Haldimand and lived in Cayuga for the past 25 years. She has 3 children. Betty worked many jobs including food service at local high schools.

- **Theresa Jacob**

Was born in Nova Scotia and moved to Dunnville when she was 18. She was married 41 years and had 6 children. Theresa loves sports, cooking and family time.

- **Mary Lou Tupper**

Worked as reception and once won Ontario Volunteer of the Year. She loves flowers, crafts, music and dogs.

- **Frances Pickell**

Has 4 children and many grandchildren. She used to volunteer here at Grandview. Frances loves playing the piano.

- **Bev Maciuk**

Was born and raised in Dunnville, where she met her husband of 53 years. While raising their two daughters, Bev also worked full-time.

We're happy to have you join the GVL family!

Just for Fun!



RIDDLE

What wears a coat in the winter and pants in the summer?

+ + = 90

+ = 80

- = 20

- ?

www.foxtrot.com



Summer

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

This is zigzag word search puzzle. Words go left, right, up, down, not diagonally, and can bend at a right angle. There are no unused letters in the grid, every letter is used only once.

Find all the words from the word list (ignore spaces and dashes):

- | | |
|-------------|-----------------|
| AUGUST | HOT |
| BEE | JULY |
| BUTTERFLY | JUNE |
| FOLIAGE | MIDSUMMER |
| FRESH FRUIT | SUN |
| GREEN GRASS | VACATION |
| HOLIDAYS | WILDFLOWERS |
| HONEY | |

Resident Feature

Trudy Hiltz, Hillview

Trudy was born in Hagersville on August 23rd, 1945. She attended a one room school house and then went to the "old Hagersville high school". Her family owned and ran MacDonal Auto Parts for generations. Trudy was a full time stay at home mother and raised three children: Jason, Dennis and Heather. She has many grandchildren and one great grandchild. Trudy has always had a great sense of humor and it still shines through today. She enjoys reading and likes small dogs and cats.



Trudy always enjoys visits with her grandchildren. She's been with us at Grandview for just over a year now – it's nice to see her smiling face around the home. We hope you have a Happy Birthday Trudy! Thank you to Jason and Diana for sharing some of their mom's story.

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
Vacant	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

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

Khurram Khan	Physiotherapist	Ext. 2232
Dr. Kamouna	Physician	Ext. 2221 (book with Lori)
Dr. Ezzat	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.

Our newsletters can be found in colour 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 important notices to you by email immediately.

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

Recreationists:

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

