

# Grand Viewpoints

Grandview Lodge's Resident & Family Newsletter  
February 2020

## Administrative Message

### Grandview Lodge Loves A Good Party!

...and just like at home there is always that one person with a camera!

Throughout the year, Grandview Lodge hosts many parties and events as well as fun day-to-day activities and often when this is happening, we capture these moments through photos or videos - and we love to share these images to celebrate and share with our Long Term Care Family.

We also occasionally share images and videos of events with the public to promote awareness of what's happening in our home.

During the admission process, residents and families are provided an opportunity to express their **wishes for complete confidentiality or disclosure of the following for public knowledge:**

- Name
- General information about overall condition (no specific health information will be shared)
- That they live at Grandview Lodge

We also use this information, as well as the resident's or visitor's participation or demonstrated refusal as an implied consent to include them or omit them from our pictures or videos that we share with the public. This specifically relates to group and social activities. If staff are capturing moments and a resident or visitor objects to having their image captured, we will respect that wish. We are also committed to ensuring the message we send is dignified, meaningful and positive.

Often, Grandview Lodge is asked to present our home and care model at conferences and training/education sessions. It's always best to include photos and videos during these presentations because "seeing is believing" for so many people. In these cases, when it's formalized and related to a care model which may discuss therapeutic benefits, explicit consent will be obtained through a direct conversation with the resident and/or family.

If at any time a photo or video is offensive to you or sharing of them is unappreciated, they will be removed without question upon the request of the resident or their representative.

Thank you all for being the Stars of our Show, it really is a Wonderful Life.

*Jennifer Jacob, Administrator*



GRANDVIEW LODGE  
RESIDENT/FAMILY SATISFACTION SURVEY  
2019

Dear Family Member and/or Friend:

***Your voice counts and we want to hear from you!***

Thank you for allowing us the opportunity to provide care and service to your Family Member and/or Friend.

Your comments are very important to us. Please take the time to complete this questionnaire - tell us what we are doing well and where we can improve. Through your observations we become better at meeting the Residents' needs. To show our appreciation for completing the questionnaire, your name will be placed in a draw for a chance to win a Tim Hortons gift card or a gift certificate for our Tuck Shop.

Please include your name for personal follow-up. We will maintain confidentiality for all responses provided.

**Please return your survey to Grandview Lodge by Friday, February 14<sup>th</sup>, 2020.**

We strive to provide Residents the care and service that they deserve and expect.

Sincerely,

Jennifer Jacob, Administrator

You should have received your **Resident/Family Satisfaction Survey** for 2019 in the mail. Please complete this survey and **return to Grandview by February 14<sup>th</sup>**. There's a return box in the lobby (along with blank surveys if you did not receive yours).

You could also complete the survey online by going to:

<https://www.surveymonkey.com/r/WKPFTCW>

By returning a completed survey **you will be entered in a draw** for a Tim Horton's gift card OR a Tuck Shop gift card. Your feedback is important to us! Thank you for helping us continually improve our services for residents.

## Medical Pharmacies Notice:

2019 official RX receipts are available by emailing [billing@medicalpharmacies.com](mailto:billing@medicalpharmacies.com) or calling 1-888-841-4049

# From Your Friendly Nursing Department

## Tips to Avoid Getting/Spreading the Flu – information from the MOHLTC



**Wash your hands often** – with soap and water for at least 15 seconds, also use hand sanitizer!



**Cover your mouth when you cough/sneeze** – throw away all used tissues



**Don't touch your face** – germs enter your body through your eyes, nose and mouth



**Stay at home when you're sick** – viruses spread easily in group settings



**Clean and disinfect surfaces/shared items** – viruses can live up to 48 hours on hard surfaces!

### Who's most at risk?

Complications from the flu can include serious conditions like pneumonia or heart attacks and in some cases death. The flu causes about 12,200 hospitalizations and 3,500 deaths in Canada each year.

Some people are more vulnerable to complications and hospitalizations from the flu:

- **Babies** under 6 months old are too young to get the flu shot but they'll get some protection if their mother got the flu short while pregnant
- **Children** under 5 years old because their immune systems are developing and their airways are small and more easily blocked
- **People 65 and older** because their immune systems are weaker and they're more likely to have and underlying conditions that increase their risk
- **Pregnant** people because their immune system, heart and lungs change, especially later in pregnancy, making them more likely to get seriously ill from the flu
- People with **underlying health conditions** such as asthma, heart disease or diabetes

### The Flu vs. the Common Cold

The symptoms of the flu and the common cold can be very similar but unlike a case of the common cold, the flu can lead to serious health problems like pneumonia.

Symptom	Cold	Flu
Fever	Rare	Common, high (102°F - 104°F or 39°C - 40°C) Starts suddenly, lasts 3 to 4 days Not everyone with the flu gets a fever
General aches and pains	Sometimes, mild	Common, often severe
Muscle aches	Sometimes, usually mild	Often, can be severe
Feeling tired and weak	Sometimes, mild	Common, may last 2 to 3 weeks or more
Fatigue (extreme tiredness)	Unusual	Common, starts early
Sneezing	Common	Sometimes
Complications	Can lead to sinus congestion or earache	Can lead to pneumonia and respiratory failure, worsen a current chronic respiratory condition, be life-threatening
Chest discomfort and/or coughing	Sometimes, mild to moderate	Common, can become severe



**The flu shot is your best defense!**

*Jelte Schaafsma, Director of Nursing*

**KINDNESS**  
**IS ONE SIZE**  
*Fits All*

Wear **pink** Wednesday February 26<sup>th</sup> to join the Wellness Committee in support of "lifting each other up"! We aim to raise awareness across Canada about **anti-bullying** in schools, workplaces, at home and online and to foster healthy self-esteem. Everyone is encouraged to wear pink to symbolize intolerance of bullying. More information can be found at [www.pinkshirtday.ca](http://www.pinkshirtday.ca)

*Kellen Mowat, Facility Operations Supervisor*



## What's Cookin' in Dietary?!

February always makes us think of **our heart – let's keep it strong and healthy!** As well as eating a balanced diet, it's important to stay hydrated. Fluids are essential and play many important roles in our health. They move nutrients and waste through the body, help keep your blood pressure normal, protect and cushion your joints and organs, lower your risk of dehydration and many other benefits. Love your body by fueling it properly!



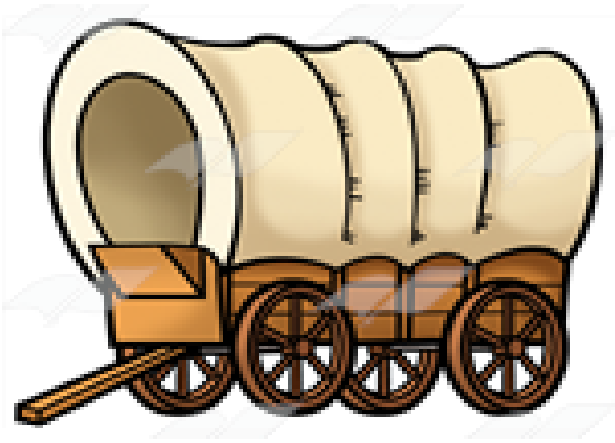
On February 14<sup>th</sup> in honor of **Valentine's Day**, we're serving up some heart shaped pasta for our noon meal. Pancake Tuesday will be celebrated on Tuesday February 25<sup>th</sup>, and we will be showcasing the Food Service department during **Food Service Awareness Week**, which will start Monday February 3-7<sup>th</sup>.

### **The Tuck Shop**

With our dedicated volunteers at the helm, the Tuck shop continues to be a meeting place for many of our residents and family members. Come on in and see what's new, browse the shelves, have a coffee and some goodies. Any ideas you have to complement the wide variety of items we have are always welcome.

*Maria Vanderhorst, Dietary Supervisor*

## *The Welcome Wagon*



### **Welcome to our new residents!**

- **Doris Aucoin**

Was born in Cape Breton. She has four children, in Cape Breton, Calgary and Mississauga.

- **Evelyn Greenwood**

Was an active Legion member with her late husband, ran a seniors home Tuck Shop and supported a children's charity for many years.

- **Sonja Pietersen**

Volunteered at Simcoe hospital for over 25 years, was a Yacht Club president and loves numbers and writing.

**We're happy you joined the GVL family!**

## What's happenin' in Creekview...

Elvis made an appearance at our 50's day Jan 14<sup>th</sup>!



*Gayle McDougall, Recreationist*



## Cooperative Work Program Serving the Community of GVL for the Past Seven Years

Three residents from the Marshview unit have been proudly serving hot beverages and muffins to staff, residents and families since 2013. The Cooperative Work Program was established by Recreation after assessing the needs and interest of our younger population residents. From this assessment it was identified that these residents still had the need and desire to work, earn a wage and contribute to their community where they resided. Three residents are employed through this program and run the cart every Monday, Wednesday and Friday from 9:00-10:30 a.m. in the main hall. They sell muffins, coffee, tea and hot chocolate for a \$1.25 a piece.

The goal of this program is to provide an employment opportunity for our younger population residents in a controlled environment that can promote decision making and develop work related skills, where they earn a portion of their sales to contribute to their social well-being. If you are in the home please stop by and support this wonderful program, we would be more than happy to serve you!



*Bev Little, Recreationist*

## Programs and Supports

Every two years, **our full-time recreation staff switch home areas**. As of February 3<sup>rd</sup>, are staff will be switching – recreationists in the home areas will be:

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

All of our recreationist are very familiar with Grandview, our residents and recreational programming and we anticipate a smooth transition with little interruptions to programs. If you have any questions please don't hesitate to contact me.

Please help me in **welcoming some new volunteers** to Grandview Lodge. You will see Jesse assisting with delivering mail every Thursday afternoon. We also welcome Barb & Carol who will be assisting in the Tuck Shop along with participating in friendly visits with our residents. Lindsey will be helping out with our recreation team. If you or someone you know would like to volunteer, please let me know!

Our **beautiful Giving Tree** is up in our front foyer for all to see!

If you or someone you know would like to give back to Grandview Lodge, please take a look at our Giving Tree for some wonderful ideas. The focus of these donated items is to enrich the lives of our residents. If you have ideas that you would like to share about possible donated items, please contact me directly.



*Amy Appel, Programs Supervisor*



## Happy Birthday to our February Residents:

- Emma Coverdale
- Amy Nadeau
- Valerie Eckersley
- Roberta Nie
- Robert Flint
- Grace Nuxoll
- Douglas Hines
- Eric Weston
- Jo-Ann Kiers
- Keith Wilkins

## SAVE THE DATE



Look forward to this!

Feb 5	Ashley Bell	1:00-4:00p		
Feb 13	On the Wagon	2:00-3:00p	HV BV	
Feb 13	Dave Burden		CV MV	
Feb 14	Valentines Day!			
Feb 17	Family Day!			
Feb 20	Gary & Dianne	2:00-3:00p		
Feb 26	On the Wagon	2:00-3:00p	CV MV	
Feb 27	Residents Council	10:00a	Boardroom	- all welcome!
Feb 27	Family Council	2:00p	Boardroom	- all welcome!



### Farewell

With heavy hearts we said good bye to:

- Erich Lauszus
- Marie Glaves
- Audrey Ricker
- Gwen Makkai

**You are missed.**

### Just for Fun!

# Happy Family Day!!





## Resident Feature

### Mary Boggio, Creekview

Mary (nee Svarckopf) Boggio was born in Welland, grew up in Fenwick and moved to Port Colborne in her teenage years. Her parents were Hungarian immigrants. Mary speaks a bit of Hungarian. Mary worked at a grocery store and a banquet centre.

In Port Colborne, she met the love of her life, John Boggio. They were married over 67 years and had four children together: Bonnie Hauser, Len Boggio, Bernice Drury and Larry Boggio. There are also 12 grandchildren and 11 great grandchildren. They lived in the same house that her and John built together in Port Colborne for 65 years. Mary loves her family and did everything for them while the children were young. She was a stay at home wife and mom and also worked as a waitress when John was on strike from the INCO plant.



She loves crafts and knit sweaters for everyone. She sewed her whole life and made all her and her daughters clothes. She also made both her daughter's wedding dresses and the whole wedding party's dresses. She made quilts for all her kids and the grandkids too. She enjoyed rug hooking as well.

Mary canned bushels of every kind of fruit and made jam. Mary and John made hundreds of pounds of pork sausage every year. She cooked both Hungarian meals and Italian dishes. Friday and Saturday nights were spent baking; there was always fresh baked goods in the house for the family.

Mary never sat still and she liked her family to keep busy too. She was very involved with St. Teresa's Catholic Church and was a member of the Catholic Women's League for over 60 years, organizing their bazaars. It was there that she also started a Girl Guide movement.

When the kids left home, Mary and John did a lot of traveling. They went to B.C. and the east coast as well as Europe and the Caribbean. Later, they bought a trailer and spent their winters in Florida for the next 20 years. Mary's two brothers were also in Florida so they were all able to share many great times together. Mary took up walking, bike riding and golf - she even got a hole in one! She made Christmas decorations on the drives down to Florida and gave them to the kids and grandkids for Christmas. While down south, Mary took up oil painting and continued to stay busy with crafts.





Mary and John were inseparable and liked to keep busy with many activities. They went square dancing several times a week, met friends for coffee at McDonalds every Thursday and played cards. She even taught her grandkids how to play blackjack and poker. As they continued on their life journey, Mary became a huge support and care giver for John as he lived with Alzheimer's. In 2014, John moved into long term care and Mary moved into assisted living at Portal Village in Port Colborne. It was very difficult for them to be apart but Mary did enjoy the social aspects of community living. John passed away in 2015.

As the years went by Mary needed more care and in January of 2019 she moved to Grandview. Mary settled in quickly and seems very happy here. Her robotic cat keeps her good company and she enjoys socializing with other residents. She always has a smile for everyone. The Creekview unit knows her as their special Aunt Mary. She still loves to keep busy and participates in all recreational activities. She's a determined woman who "gets things done".



Thank you to Mary's children for sharing their moms story and thank you to Mary for her adventurous, talented and nurturing approach. We're happy Grandview is a part of your life Mary and that you're a part of ours!

### 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	
<b>Nurse's Stations:</b>			<b>Recreationists:</b>
Hillview	Ext. 2923	Megan Herkimer, HV	Ext. 2301
Bridgeview	Ext. 2922	Nicole Leeney, BV	Ext. 2303
Creekview	Ext. 2924	Gayle McDougall, CV	Ext. 2302
Marshview	Ext. 2925	Bev Little, MV	Ext. 2300
<b>Did you know the following services are available at Grandview Lodge?!</b>			
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](http://www.haldimandcounty.on.ca)**

*Our newsletters can be found on the Grandview page of our website.  
If you'd like to join the monthly subscription list please email [kpotruff@haldimandcounty.on.ca](mailto:kpotruff@haldimandcounty.on.ca)*

