

# Grand Viewpoints

## Grandview Lodge's Resident & Family Newsletter



### Administrative Message

Many of you are aware that we use G.R.A.N.D.V.I.E.W as an acronym to remind us of the values we believe are essential to maintain the standard of care Grandview Lodge has become known for.

I am sharing the information in this submission with you in the spirit of living our value of **G-GOVERNANCE**, which states: *"We are committed to maintaining a formal reporting structure so that we demonstrate effective stewardship to Haldimand County taxpayers and Council, the Ministry of Health and Long Term Care and to the residents, families, volunteers, stakeholders and staff of Grandview Lodge. We live this value by providing transparency and adhering to legislation and standards and established policies for the Home."*

The Ministry of Long-Term Care released the "Report Back on the Gillese Inquiry" and the "Long-Term Care Staffing Study Report" today to outline important work underway on the recommendations set out in the final report of the Gillese Inquiry.

As part of the response to the final report, we are sharing two posters to help increase awareness among families, visitors and staff in long-term care homes of their obligation to immediately report any suspicion of abuse or neglect of a long-term care resident to the ministry. The Long-Term Care Homes Act, 2007 requires any person with reasonable grounds to suspect improper or incompetent treatment or care, or the abuse or neglect of residents, to report it immediately to the Director of the Long-Term Care Inspections Branch at the Ministry of Long-Term Care. This applies to everybody, including staff of long-term care homes and members of the public.

Concerned about care? Speak up! We all have a role to play in making sure the people who live at Grandview Lodge are safe and well-cared for.

If you suspect: • Abuse or neglect of residents (including physical, emotional and financial abuse) • Improper treatment or care • Incompetent treatment or care Report it – it's the law. Call the Ministry of Long-Term Care's Family Support and Action Line at 1-866-434-0144 between 8:30 a.m. and 7:00 p.m., seven days a week. The person on the line will help you report what you saw.

I want to assure you that we have no reason to suspect that any of our residents are being abused and believe that all of our staff, residents and families are respectful of each other. We recognize that abuse can happen in the long term care sector and it is important to know that our home does not tolerate any form of abuse. We are here for you, we are here for each other.

Thank you for doing your part to keep our residents safe.

*Jennifer Jacob, Administrator*

### What's Cookin' in Dietary?!

Please join us in welcoming Kristen VanKuren to Haldimand County. Kristen has accepted the position of Part Time Dietary Supervisor at Grandview Lodge. Kristen's main responsibilities will lie in the clinical side of dietetics and she will work closely with the Registered Dietitian to ensure the nutritional requirements of the residents are being delivered in accordance with the established plan of care.

Kristen has had a long standing passion for nutrition and food services. Initially starting her career in the food prep and delivery side of the profession working as a Dietary Aid and Cook and quickly advanced to a Chef's Assistant. While working in the industry Kristen dedicated herself to a personal continuous education plan and successfully received a Culinary Management Diploma and Certification in the Food Service Supervisor and Nutrition Manager program.

We would also like to welcome Gary Arenburg who will be starting on September 8<sup>th</sup> as the Full Time Dietary Supervisor. Gary comes to Grandview Lodge with much experience in the LTC sector. The majority of Gary's career has been spent in the Niagara region and we are excited to see what new ideas Gary has for our food services.

Look forward to next month's newsletter when Gary will introduce himself so we can all get to know him a little bit better.

## Staying Safe during Sick Days

When we get sick and have symptoms like vomiting, diarrhea, fever, excessive exposure to heat/humidity without drinking enough, we could be at risk of dehydration. Here are a few tips to help you stay safe during sick days:

### PREVENT GETTING DEHYDRATED

- Drink plenty of fluids (unless otherwise advised by your physician)
- Limit caffeine (coffee, tea and soda drinks) which increases risk of dehydration



### IF YOU HAVE DIABETES:



#### Drink fluids with minimal sugar

- Electrolyte replacement solutions (such as Gastrolyte®, Hydralyte®, Pedialyte®), clear soups or broths, water, diet soda (e.g. diet ginger-ale), watered down apple juice



#### Prevent low blood sugar (hypoglycemia). If you cannot eat your usual foods, try any of the following foods, each containing about 15g of carbohydrates:

- |                             |   |
|-----------------------------|---|
| □ 1 cup milk*               | □ 1 twin popsicle                                       |
| □ 2/3 cup juice             | □ 1/2 cup ice cream* or sherbet                         |
| □ 1/2 cup apple sauce       | □ 2/3 cup regular soft drink (avoid caffeinated drinks) |
| □ 1/2 cup regular Jell-O    | □ 1/4 cup pudding or 1/2 cup sugar-free pudding         |
| □ 1/2 cup flavoured yogurt* |   |

*\*Consider avoiding these foods if vomiting or diarrhea*

### CAN I CONTINUE TAKING MY MEDICINES IF I AM SICK?

If you are not able to drink enough fluids for more than 24 hours, you may need to stop taking some of your medicines. Some medications may hurt your kidneys if you continue to take them while being dehydrated.

Speak to your pharmacist/doctor if you take any of these types of medicines:

- |                        |   |
|------------------------|---|
| • Blood pressure pills | • Pain medicine                         |
| • Water pills          | • Non-steroidal anti-inflammatory drugs |
| • Diabetes pills       |   |

**If you are not sure if you take any of these medicines,  
speak to your pharmacist, doctor, or nurse.  
RESTART these medications when you are eating and drinking normally.**

## Maintenance Knows Best!

As part of our 2020 capital budget approvals and planning, beginning the week of August 17<sup>th</sup>, GVL will begin a complete facility and infrastructure assessment to identify and prioritize the condition of our building. Mechanical, electrical, structural and architectural engineering services have been awarded and will require on site surveys to complete a full and complete review of our infrastructure.

Throughout the coming months there will be planned days for engineering services to review the building. All engineering staff will adhere to all of our internal safety & infection control policies and procedures as they perform their investigative work.

This assessment will assist with planning any redevelopment or replacements in our home and allow Grandview to continue to provide our community with a home that exceeds today's standards.

*Kellen Mowat, Facility Supervisor*

## Programs and Support

We are very sad to announce that this year we will not be able to have our Annual Family Day Picnic that was scheduled for September 13<sup>th</sup>, 2020. This special day has been running for many years at Grandview and we are very upset that it needs to be cancelled this year due to COVID. We are hoping once COVID is behind us we will be able to have our large events happen again. As we start to gradually reopen Grandview we are starting to bring in some entertainment that is currently being offered outside for our residents and still keeping our home areas separate. On August 21<sup>st</sup>, 2020 we had a Hawaiian theme day and had a special treat for all our residents. Take a look at some of the pictures below. It was great to see how it brought so much joy to our residents and staff! Thank you to the recreation team, Beth and everyone who assisted with putting this event together! It was a great success.



We are still adhering to the Ministry guidelines in relation to indoor and outdoor visits. We are so happy that we can connect you all with your families again. I realize that scheduling time with your loved is not ideal but we are doing our best to accommodate everyone's requests within our current restrictions. It does take a lot of time and effort to ensure the visits run smoothly. The programs department is challenged with balancing their time trying to provide programs to meet the psychosocial well-being of all our residents and scheduling the visits. We will be starting to run some special events within the home and during these days we will not be offering visits. We will give you plenty of notice prior to the event happening and will certainly book in visiting the other days that we have available. We really appreciate your patience and understanding with this balancing act. If you have any questions or concerns about visiting your loved one please contact myself at:

[aappel@haldimandcounty.on.ca](mailto:aappel@haldimandcounty.on.ca) or at 1-905-774-7547 ext. 2233.

*Amy Appel, Program Supervisor*

## What's happenin' in Marshview...



During these strange times the home has been itching to get back to normal. With a social-distancing celebration to kick off the summer and the memories that have been made.

Marshview has been busy! From Ice-cream socials, Dinners in, lunch BBQ's, and just recently a Hawaiian themed day! Thank you to everyone's diligence and keeping us COVID free to make these opportunities possible!!

*Megan Herkimer, Therapeutic Recreationist*



## Look forward to this in September:

Sep 7	Labour Day		
Sep 24	Cameron Caton	HV/BV	2:00p
Sep 24	Residents Council		10:00a



### Hairdressing Service

As of August 17<sup>th</sup> modified Hairdressing Service has been re-established. Services will be kept to a minimum to meet demands in an effort to ensure proper Infection Prevention and Control measures can be maintained.

Fees have been adjusted to reflect the service that is being provided. A flat rate of \$15.00 for trim/clean up cut and \$20.00 for cuts that require texturing and removal of multiple inches will be charged for all residents while modified services are being provided. We will communicate the increase to cost/service once we are ready to offer full services again.

At this time residents will receive a haircut on their designated home area, to avoid potential cross transmission should the virus enter the home, and will include a damp cut only at this time to ensure we are able to meet the needs of all residents.

Bobbi will provide services to one home area per work day, this may result in a bit of delay for services for you/your resident while she makes her way through the home areas.

The extent of services will be reassessed once we have a better understanding of how we can meet the needs of all residents in a fair and equitable manner.

### Foot Care Service

Foot Care service also resumed in August and residents in all areas were seen by Lisa Medeiros, the foot care nurse.

#### Farewell

With heavy hearts we said  
good bye to:

Oliver 'Red' Marr

**You will be missed.**



## *The Welcome*



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

- Josephine Gillespie
- Karel Mylle

## 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
Kristen VanKuren	Dietary Supervisor	Ext. 2237
<i>Vacant</i>	Dietary Supervisor	Ext. 2228
Melanie Kippen	Dietitian	Ext. 2240
Amy Appel	Programs Supervisor, Volunteer Coordinator	Ext. 2233

**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)**

***Nurse's Stations:***

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

***Recreationists:***

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

***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)

***Upon request the Director of Nursing may attend Physician appointments held at Grandview Lodge.***

***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
Martina Collingridge	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 [mcollingridge@haldimandcounty.on.ca](mailto:mcollingridge@haldimandcounty.on.ca)*

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



*Hawaii Celebration*  
THEMED TREATS & FESTIVITIES FOR STAFF AND RESIDENTS  
**AUGUST 21**  
**Wear your best Hawaiian shirt!**