

# Grand Viewpoints

## Grandview Lodge's Resident & Family Newsletter



### Administrative Message

Grandview is going Prime Time!

Earlier this summer a filmmaker, Graeme Bachiu reached out to me with an idea he had and asked if Grandview Lodge would be willing to participate in a docuseries he had envisioned - his message about this project is included below. Needless to say GVL agreed to join Graeme for this unique and poignant opportunity. Resident Roy Alton and his family, Tracey Berkley-PSW and I were fortunate enough to get in on the action.

Initially, this series was shown through the Bell Fibe Network and was only available to subscribers. We are happy to share that The Pandemic Postcards Documentary will now also be shown November 5<sup>th</sup>, 12<sup>th</sup> and 19<sup>th</sup> on WNEB TV PBS at 10:30 p.m.



Roy Alton, a long term care home resident in Dunnville who appears in the documentary, visiting with his family through a window.

*I decided fairly early on in the pandemic (late March or early April) that I was going to have to do something while I was stuck at home, projects cancelled and clients gone radio silent with 4 and a half year old twins trying to grasp junior kindergarten delivered by hardworking teachers suddenly thrust into an uncomfortable situation.*

*Yet I noticed on social media some interesting stories in Haldimand-Norfolk as the pandemic progressed. Of course, I knew that I'd have no real ability to produce content in the conventional way, the before pandemic way...I'd have to come up with a new way of doing things. I collaborated with some close friends on some text message brainstorming and put together a bit of a plan.*

*I created a six minute tutorial video which I sent to my eager potential storytellers and asked them to answer some questions by speaking directly to the camera at a quiet moment. I wanted the end product, a series of vignettes about how people were coping or in some cases thriving, to be personal and introspective.*

*Graeme Bachiu*

### **THANK YOU and HAPPY RETIREMENT MELANIE!**

It is with mixed emotions that we say goodbye to Melanie Kippen, Registered Dietitian. Melanie has been part of the Grandview team for the past six years. Her dedication to the nutritional health and well being of our residents, her advocacy and professionalism has been influential in ensuring Grandview Lodge offers tasty, nutritional and therapeutic diets. Her sound knowledge of dietetics has been instrumental in policy development and recommendations to our medical team. Always willing to talk with residents and families about their nutritional care, Melanie has been a valued support for all of us.

Thank you Melanie. Enjoy all that retirement has to offer, especially those grandkids!

## Here we are in October!

If nothing else 2020 has definitely been a **FRIGHTFUL** year in so many ways and we are not out of the woods yet.

**Grandview's response to COVID-19** has always been driven by our commitment to resident safety and their overall wellbeing. When we felt it was necessary to close our home to visitors, we did so and when we felt it was safe to open and get back to some sort of normalcy, we did that too, which is where we are today.

Unfortunately it is apparent to all of us that there is going to be a second wave of this virus and in some Cities, they are at the beginning of that wave now with a steady increase of new positive cases daily. We are not there **YET**.

Everyday I review the Haldimand-Norfolk Health Unit website to assess the pandemic situation in our immediate surrounding area and I also look at what is happening along our peripheral communities. This information as well as the Province's response and direction, has and will continue to guide our decision making processes as we consider the level of restrictions associated with visitation.

Seeing many of you back in the home and out in the hallway has been a welcomed sight for so many. Please continue to do your part to keep our doors open. It is **essential to our success that visitors continue to follow guidelines, wear masks appropriately, clean your hands frequently and regularly and socially distance from others.**

We are grateful for your continued support, commitment to keeping this virus at a distance and out of our Home for as long as possible. We can't do it without you.

### EMAILS:

Please be aware that family and friends of GVL have advised us that they are receiving emails that appear to be from GVL staff but are not. They may be phishing emails and could potentially harm your computer. Please note that all correspondence from Grandview Lodge staff will come from their work (Haldimand County) email and will look like this

**First initial of first name followed by last name followed by @haldimandcounty.on.ca**

j

jacob

@haldimandcounty.on.ca

**jjacob@haldimandcounty.on.ca**

The sender's email address should be visible on any emails sent from staff. The phishing emails look very legitimate and may reference staff by full name which is why it is important to check the email address first prior to opening any attachments or links.

### THANKSGIVING:

Unfortunately GVL will not be hosting family or friends for Thanksgiving dinner this year. While we recognize the hardships of not sharing this day with your resident, we also know that for some of you who are living independently, this is a missed opportunity for a lovely meal. At this time, the staff of GVL would like to offer you the option to purchase a meal ticket for \$13.00 and we will prepare a take-out Thanksgiving dinner with all the trimmings for you to enjoy at home. I know this is not the same as sharing the holiday with your loved one but it is a little something we can offer in the spirit of the season. The intent of this offer is for those who will not be surrounded by family or friends and as such, a limit of 1 ticket per resident has been set. Please purchase your ticket no later than October 6, 2020. Meals will be packaged and handed out between 4:30 and 5:00 on Thanksgiving Day.

Happy Thanksgiving to all. I am continually GRATEFUL for your support and for choosing us to join your family.

To the staff who make GVL a home, I am THANKFUL that I work alongside some of the best in the business. I can not imagine going through this without you.

*Jennifer Jacob, Administrator*

## What's Cookin' in Dietary?!

A note from Gary Arenburg our new Supervisor, Dietary Services:

I want to thank Haldimand County for accepting me into their community as a Supervisor for Grandview Lodge. I have driven past Grandview for the past 20 years and every time I would say to my wife I want to work at Grandview Lodge one day. Well my dream came true September 8, 2020.

I grew up in Stevensville and after I got married moved to Niagara Falls for 27 years. My wife and I have three children all moved out of the house (thank goodness) love them but who said an empty nest was lonely. We have a seasonal trailer at Grand Oaks in Cayuga and during the work week I try to stay there and commute back and forth. When the trailer park closes I will be travelling from home which is in Fort Erie in Crescent Park. My wife and I moved into a Victorian home built in 1887 six years ago, three houses from Crescent Beach on Lake Erie. We always wanted an old house and have been fixing it up and bringing it back to its original state.

After attending George Brown College in Toronto to become a chef, I apprenticed at Prince of Wales and wrote my exam for Red Seal Cook Papers. I then went into a LTC home for 13 years as a cook, and then furthered my education, at 32 years of age with three small children, and took the Canadian Nutrition of Society course for two years. After successfully completing the course, I worked at Welland County Hospital, Heidehof Home for Aged, Linhaven, Woodlands, Northland Pointe and now Grandview.

What I am looking forward to most at Grandview is the opportunity to build a relationship within the community and to serve Grandview Lodge residents. I have experience and new ideas to try on the menu, such as: special holiday menus and increased cooking of homemade items, just to name a couple.

Feel free to stop by and say hello.

Yours truly,

*Gary Arenburg, Supervisor Dietary Services*

## From Your Friendly Nursing Department

### The Emotional Roller Coaster

"The Long Goodbye", a book by the author Margaret R. Miles, is a narrative of a spouse's perspective describing her husband's journey with Alzheimer's disease. To me, what really stood out was the title of the book, "The Long Goodbye". Most of us try to delay what is difficult. We may wish our loved ones would live forever. But living with Alzheimer's disease or any related dementia can often be difficult for quite some time. I don't mean to sound melodramatic or to give individuals a sense of dread, but this disease can be quite hard on everyone involved. When my mom was living with dementia, I remember feeling it was like a little part of "who she was" seemed to be dying each and every day. There was this nagging guilt I had of "wishing it was over for her". Was I wishing it was over for me too? Honestly, anyone who has experienced this disease knows it can be an emotional roller coaster.

What we sometimes do is focus our emotions on something else to prevent ourselves from fully experiencing our losses. It may be that we feel the staff at the long term care home seems to do nothing right in our eyes. We might dwell on negative facts such as dad never seems to be clean shaven or mom is in a dirty blouse. We might come into our mom's bedroom and verbally explode at her when you see she has removed every piece of jewellery from her jewellery case and she has scattered them across the bed, pieces of them tangled and broken. What is happening at that moment? You are grieving. You are grieving for the spouse or the parent that you once had. Grieving for the losses they are experiencing. Grieving for your role as a wife, as a daughter, as a son that has now changed.

Grief can sneak up on you. Grief is the most intense of all emotions. Even those relationships which appear to have little to no close connection can have a grief response. Maybe it is a sense of what this relationship could have been.

The grieving process involves six phases:

1. **Denial:** your desire to have everything the way it once was. You may pepper mom with questions of who visited yesterday. Find excuses for your wife doing what she has done other than because of the disease process. Demanding physical tests be done. Denying that the cognitive "memory" testing gave

an adequate result. To admit that your friend or family member has a permanent, serious disease such as Alzheimer's disease can feel too overwhelming.

2. **Bargaining:** to stall or bargain for time is to put off the inevitable. Excuses can help delay dealing with losses. We will wait until after Christmas to sign the papers for admission to long term care. I cannot and will not sign the "Do not resuscitate" orders. Mom does not need to eat pureed food.
3. **Blaming:** blaming can simplify the situation. If we can cast blame on someone or something else, the responsibility of what is being experienced makes more sense. Mom was declining before she came to long term care but now that she is here she has given up. We never should have taken her from her home! It is the poor care from the doctor here. If staff would walk her more she would be stronger. To admit that these losses are due to the disease process would be to admit mom is never going back to the way she once was.
4. **Anger:** anger in the grieving process is represented by an unfair and misdirected "lashing out" towards others. No one at the home cares. No one can care for mom properly. Anger can often result from a loss of control. There must be a solution to why mom or dad is acting this way. Even if I can't find the answers, someone should be able to.
5. **Depression:** can be the underlying emotion to the grieving process. Depression is a feeling of being helpless or hopeless to find a solution. The person may believe or resign themselves to the fact the problem is too big or too complicated so why try. This can be apparent when the family member will respond to any suggestion or possible solution with negativity. "There is no point trying that, it isn't going to work anyway".
6. **Acceptance:** when the family member or friend admits that the situation is irreversible and permanent and attempts to live with what has occurred, the person has reached the phase of acceptance. This is when the family member or friend makes all possible efforts to cope realistically and objectively with their loved one's decline or frailty.

We do not always go through these various phases of grieving in an orderly fashion. In fact, not everyone will necessarily go through each phase to reach acceptance. A person can reach acceptance and revert back into another phase when a new loss is experienced. This constant moving in and out of the grieving process is common when experiencing a chronic disability or disease. Once acceptance is experienced after death, it is not common for the family member to be thrust back into the grieving process. Death does not erase the memory or the longing for that person however.

Grieving is a normal process. To effectively resolve one's grief requires support from others. Accept this support from others. Be aware that you may be grieving and take a realistic and objective look at the support the long term care home is giving or offering to your relative or friend. The home cannot take this disease away. Open communication with the long term care staff and management will help your family member /friend reach their potential. Contact the Alzheimer Society for emotional and/or educational support. There is no charge for the Alzheimer Society's support. Sometimes talking with someone who understands the disease process or venting your frustrations is all you may need. Honestly, I needed the emotional support of the counselors when it came to my mom and I worked for them as an educator in the field! When this disease is on a personal level it changes your perspective. It is not a sign of weakness to reach out. Did I sometimes inwardly blame the long term care home when mom seemed to be slipping? You bet! This disease is hard. Was it the long term care home's fault that the essence of who my mom was appeared to be slipping away? Of course not! It was just easier for me to accept that the home may be doing something inappropriately than to realize this disease had a tight hold on my mom and was not letting go. You don't need to do it alone!

*\*\*Some excerpts taken from the book "Mother I'm Doing the Best I Can" by Len Fabiano*

Kathie Poitras, RPN  
Psychogeriatric Resource Consultant  
Alzheimer Society of Haldimand Norfolk

## Maintenance Knows Best!

Thanks to All for your numerous emails and phone calls last week during our Facilities and Environmental services week celebrations. It is very rewarding as a Home to hear all of the kind stories and compliments that were shared over the week!

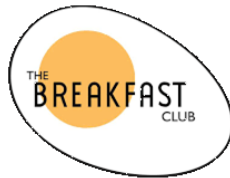
With the Fall season upon us, we ask that any new clothes being dropped off are identified to staff so we can do our best to have all of those personal belongings cleaned and labelled as quickly as possible. This time of year does bring a large volume of clothes for staff to manage and we appreciate everyone's efforts as we continue to follow all of the directives during this pandemic.

*Kellen Mowat, Facility Supervisor*

## Programs and Support

Our Breakfast Club will be starting in October so please take a look at the dates below for your home areas day. Come on out and help the management team make breakfast with the residents!

October 6<sup>th</sup> – Hillview  
October 15<sup>th</sup> – Marshview  
October 20<sup>th</sup> – Bridgeview  
October 29<sup>th</sup> – Creekview



We're hoping to celebrate Halloween on October 30<sup>th</sup> as the 31<sup>st</sup> is a Saturday this year. Please look out for more details as the date comes closer and how we will be celebrating this year.

As more of our restrictions are being lifted in LTC, we are gradually getting back to some normalcy. The recreation team has been busy with planning innovative programs to meet the physical, social, emotional and spiritual needs of our residents. Please don't hesitate to pick up a copy of your home area's recreation calendar to see what is happening. If you have any questions or concerns about the recreation programs that are being offered, please don't hesitate to contact your home area's recreation team member or myself.

Next Residents Council Meeting – October 22<sup>nd</sup> starting at 10:00 a.m. on Marshview. All Residents are welcomed to attend.

*Amy Appel, Program Supervisor*

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

### **Great to have our Families Back**

It has been so wonderful to see families coming in again to Creekview to spend time with their loved ones on the unit. In order to keep this little bit of normalcy during the pandemic, here are a few reminders that pertain to the Creekview Unit. These are some answers to frequently asked questions regarding indoor visits:

1. Visitors must attest to a negative Covid-19 test results within the last 14-days and not have had a subsequent positive test to visit on the home unit.
2. Mask must be worn at all times in the home and on the unit.
3. Drinks and treats such as Tim Hortons can be brought in for the resident only. You may not bring in items for yourself to have during the visit, as you can't remove your mask.
4. Indoor visits may not take place:
  - In the Creekview dining room
  - In the Activation rooms
  - In co-resident rooms



The garden areas may be utilized during your visit. If you are taking your loved one off the unit, please let us know.

5. If you are visiting Monday, Tuesday, Thursday or Friday during 10:30 am – 4:00 pm, no appointment is necessary as you will be screened at the front door. After screening, just come to the unit and we will assist you in locating your loved one. If you are coming in to visit between 4:00 pm – 8:00 pm, **24-hour notice must be given and these appointments are booked through the Registered Staff on the Creekview Unit at 905-774-7547 ext. 2270.**
6. If you are coming to visit on the **weekend, an appointment must be made 24-hours in advance with the Registered Staff on the Creekview Unit.**
7. No indoor visits scheduled on Wednesdays due to this being our outdoor visit day.

Stay Safe and Stay Healthy! We are so happy to have you visiting again!

*Bev Little, Therapeutic Recreationist*

# October event list



## To our October residents!

October 12 Thanksgiving  
October 13 Western Theme Day  
October 31 Halloween

- Ken Mustard
- Marilyn Tupper
- Harold MacPherson
- Esther Kristensen
- Velma Huntington
- Clinton Street
- William Moore
- Brenda Boddy
- Anne Silverthorne

## Resident Feature

### Agnes Bruttocao, Hillview

In 1924 a baby was born to a Czech family living in Yugoslavia. Her name – Agneza (A-na-ja). Another baby girl arrived and in 1932 the family left for Canada. Landing in Halifax they moved to a farm in Vinemount, co-owned with another farm family. A few years later a baby boy (Tony – who still visits often) was welcomed.

Agnes loved school, and with a teacher who used recess and noon to instruct the two young girls in English – they thrived. But life was tough and in spite of protests, Mom was sent out to work at age 13. She became a nanny to a young girl and even got to travel with them.

Next job was in Dofasco (core-maker) where she met my Dad Lawrence. Marrying in 1944 they bought a farm near Smithville and welcomed two children. A short respite in a Hamilton apartment gave them the boost to take on another farm – just off 56 Hwy in Seneca Township. Soon they were busy with 500 acres, a large dairy herd – then beef cattle, then hogs, then chickens. A large garden fed the family and friends.

There wasn't an animal she didn't care about or a piece of farm equipment she couldn't handle and drive. Dynamite comes in small packages! Mom loved to sew (made all her clothes, and mine), cook, and paint. (When she had to leave school at 13 her teacher begged my Grandfather to leave her in school and let her pursue her art.) (Mom did – later – after the work was done! She did it her way.)



Tragedy struck in 1963 when my brother collapsed while running track at Cayuga High School. The pain was deep – she coped but the scar remains.

When the farm was sold in 1986 they moved to Stoney Creek, first a house then an apartment building. It kept her busy planting shrubs, flowers, scrubbing floors and stairwells. Grandchildren and great grandchildren arrived and Mom & Dad were thrilled. A new purpose, a new future lay ahead. A lot of their attention was focused on planning and guiding those children.

In 2012 both she and Dad moved into a granny flat at my home but 2 ½ years later Dad's health became compromised. He and Mom eventually moved to Grandview Lodge where the expert care and caring keeps her safe and content while she deals with dementia and blindness.

Grace and courage and strength – that's Mom!

Mom tells me how good the caregivers, nurses, doctors are to her and as a family we are so grateful to have our Mom in such a warm caring facility. Thank you!



## Welcome to our new residents!

- Thomas Dougherty
- Mary Middler
- William Fletcher

With heavy hearts we said good bye to:

**Grace Nuxoll**

You will be missed.



## HAPPY THANKSGIVING!

APPLE PIE  
BEANS  
BREAD  
CORN  
CRANBERRY SAUCE  
GRAVY  
HAM  
MASHED POTATOES  
MILK  
PUMPKIN PIE  
ROLLS  
SQUASH  
STUFFING  
SWEET POTATOES  
TURKEY

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



Chicken Scratch NY



## 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
Gary Arenburg	Dietary Supervisor	Ext. 2228
Kristen VanKuren	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:***

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.***

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