

Grand Viewpoints

Grandview Lodge's Resident & Family Newsletter

December 2020

Administrative Message

There is no secret to my Christmas wish this year!

Normally at this time our halls would be decked with bows, our trees would be lit, our home would be filled with visitors attending holiday-themed group programs and various vendors would be coming in to provide shopping opportunities for our residents. It saddens all of us that this is not the case for Christmas 2020.

Festive decorating and event planning took a back seat as all staff focused on doing their part to contain the spread of COVID-19 within the home. I am pleased to announce that everyone's efforts paid off and on November 26, 2020 the outbreak was declared resolved.

We know that loosening restrictions increases risk in any situation. This, alongside an increase in the prevalence of COVID-19 transmission within our community, provided an increased opportunity for the virus to enter our home. There is no blame to be laid as I assure you not one member of the GVL family, nor our community, would ever intentionally expose themselves or our residents to the virus.

There are lessons to be learned from any undesirable situation and we have identified areas where we can do better and improve our resistance to the virus from entering again. I wish I could offer a guarantee that this is the last outbreak GVL will have, but that simply would not be realistic. While we all bear the weight of this virus on our shoulders everyday; I want to take this opportunity to celebrate the amazing commitment, dedication, and resiliency the staff of Grandview Lodge has demonstrated over these last four weeks which have felt like a lifetime. Without their efforts and sacrifices we would not have been able to contain the virus. I also want to thank all of you, our residents, families and friends who supported us, offered words of encouragement and shared your appreciation for the work being done behind the walls that you were restricted from crossing. The toll this has taken on all of you is not lost.

As we move forward, we will cautiously open our doors again just as we had before. We will continue to monitor and adhere to the Directives of the Ministry of Health and the Ministry of Long-Term Care as well as our local Public Health Unit, and we will take note of what is happening in our local and surrounding communities as a guide in our decision-making processes related to the re-opening of our doors. We will be looking to you for your input and support throughout the decision-making process and strongly encourage you to join our respective Family and Resident Councils where you can share your thoughts, opinions and suggestions for quality improvements to the operations of the home.

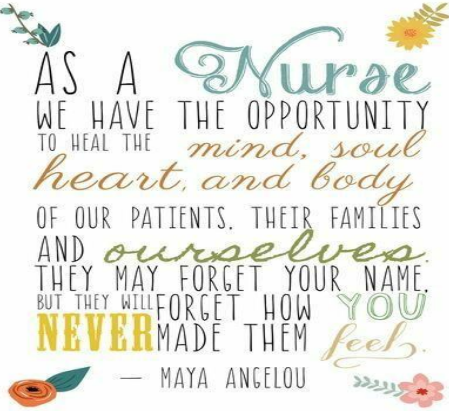
While we work toward our re-opening plan, we will simultaneously be working on getting our home ready for the holiday season. We do have plans in place for family and friends to gather; however, this is going to be a game day decision and the celebrations will definitely look far different than our previous holiday celebrations. Look for updates from our recreation staff in the upcoming weeks.

Finally, I want to wish each and every one of you a Very Merry Christmas, a Happy Holiday Season, and a Safe and Healthy New Year.

Jennifer Jacob, Administrator



From Your Friendly Nursing Department



A glimpse into our Nursing department.

Always first and foremost in our minds:
The Resident's of Grandview Lodge.

An open letter to the Residents who trust us to care for them.

Dear Residents,

Your world has just changed. Again. Again, you are separated from your loved ones. Again you are asked to stay in your room. Again you have to look through our personal protective equipment to try to determine "who is the nurse today?" How long will this last? What about Christmas? Who is sick? Will they be ok? We try hard to consider these concerns and fears as we go about our work each day. We don't have all the answers but we will try to explain what we do understand. We will try to explain how we are working to keep you safe.

As you know, with our routine staff screening, we identified staff members who were positive for COVID-19. This led to us swabbing all residents in the home and we learned that some of our residents had also contracted the COVID-19 virus. Hillview, Bridgeview and Marshview residents were placed in room isolation as a preventative measure. Creekview's unique circumstance requires a unique approach 😊. We are happy to report that everyone seems to be doing quite well at this time.

As we always do, we quickly notified Public Health. Public health continues to guide us through their best practice guidelines. We implemented their suggestions swiftly. We speak with Public Health every day; they have learned so much from homes who went through this before us.

Unfortunately three staff on the nursing team also needed to go home and self-isolate due to exposure to the virus. This depleted our human resources, however the nurses and personal support workers who care for you everyday have risen to this challenge. Many are working extra shifts, double shifts, and extended shifts.

Each member of our nursing team is required to wear PPE as they do their hard work. This is hot, uncomfortable and inconvenient, but they wear it and they do their hard work. They do not complain, their personal protective equipment must be changed before contact with the next resident. We thank our friends in the Laundry department! They are working so hard, too.

Meals are served in your rooms. Those who need help eating are still getting that help. We promise. This changes the job routines for our friends in the Dietary department. We can tell you, they miss seeing you each day too.

We have divided the nurses into groups – "Pods". Each home area has a dedicated group of nurses and PSW's. This is in an effort to prevent infection spreading between the home areas. Each home area has also been given a dedicated lunch room. This too reduces contact with staff from other home areas. We have change rooms, lockers and showers available for our staff who need this.

All departments - every person who comes to work each day must screen in and out of work. They answer a long list of questions. They have their temperature taken as they come in and as they leave. Staff understand how important it is to stay home if they feel unwell or if they have been in contact with someone who has COVID-19.

We have worked hard to keep you and your families up-to-date with any new developments. We thank everyone who has offered support and reassurance. You, our Residents, are doing your part as well. You are trying to keep a positive attitude. You are always so thankful for the help you receive. We can't explain how much that means to us. We also benefit from your wisdom. As one of our residents mentioned, "We have a warm, dry home, electricity, lots of food, excellent ways to communicate, stay in touch and get information out there". Welcome reminders.

We will get through this. We are a **community** who cares for each other. There is good news on the vaccine front. We are informed that this is our best chance to get back to our normal lives.

Please know we are trying our best to keep you safe and fill your days with some purpose and fun.

Sincerely,

Your Nursing Team

Kim Livingstone, ADON



What's Cookin' in Dietary!

Well we have finely reached December, my most favorite season of all. We have all had a challenging year - it has definitely taught us to expect the unexpected. We hope this month gives us all time to reflect on how much we truly do have to be grateful for and for all of the blessings around us. Those of us in Dietary are busily finalizing plans for the big Christmas meal for our residents. We plan on having our traditional turkey dinner with homemade stuffing, cranberry sauce, vegetable, mashed potatoes and gravy, and Christmas plum pudding. Wine will be served to residents as well for a special treat on December 25th. We would like to take this opportunity to recognize our amazing staff, as many changes have taken place in the last five months with myself, Gary (Food Services Supervisor), and Barb (Registered Dietician) coming on board as well as hiring five successful new Dietary staff. The residents' patience in the transition with use of more paper products for meal service and servers who don't usually serve meals, like the Food Service Supervisor and Programs Supervisor, made it much easier for all of us. We all work here for one purpose and that is to provide a home-like caring service in meals and one team approach. We would also like to thank our staff for always going above and beyond their job every day to make our residents feel like we are family - this means more to them than you may know. We hope you all enjoy this season taking in the twinkling lights on snow-covered houses, breathing in that crisp air, and of course building a gingerbread house or trying this recipe from our own Grandview Lodge cook book 2018.

Cheers and Happy Holidays!!

Gary Arenburg, Supervisor, Dietary Services

Kristen VanKuren, Supervisor, Dietary Services

CHRISTMAS CRACK

1 c. butter

1c. brown sugar

2 sleeves saltine crackers

1 ½ c. semi-sweet chocolate chips

Preheat oven to 400F. Line baking sheet with aluminum foil and spray with cooking spray.

Line foil with saltine crackers, salt side up. You probably won't quite need two sleeves of crackers.

Over medium heat, melt butter and sugar together, stirring constantly bring to a gentle boil. Once it is boiling, remove spoon and boil for exactly 3 minutes. You want the heat to be as low as possible while maintaining a boil. Pour butter mixture over saltine crackers and spread.

Bake for 5 minutes. Immediately after removing them from the oven, sprinkle with chocolate chips. Let sit for a few minutes so the chocolate chips melt. Spread with the back of a spoon.

Decorate with your choice of toppings. When cooled, break into pieces and store in container.

Your choice of toppings (sprinkles, cracked candy canes, chopped walnuts, almonds, etc.)



Maintenance Knows Best!

First I want to start by thanking everyone - the pressures during this pandemic whether its family, friends or staff can be a lot to process. With our most recent COVID outbreak, one experiences every emotion available! The Grandview Lodge family felt them all, but with our resiliency, processes, diligence and individual leadership, we experienced them together. The expectations on staffing throughout an outbreak, especially in this environment has been demanding.

From an Environmental Services perspective our Laundry staff had to manage laundering roughly 1000 isolation gowns per day to ensure adequate personal protective equipment was available during our COVID outbreak! With all of the preventative measures, meal services served in-room created triple the amount of waste pick up per resident for our Housekeeping team, along with maintaining our level of cleanliness and high touch cleaning. Ensuring personal protective equipment, disinfectants, sanitizers and daily supplies were readily available created a lot of organization and inventory management on behalf of our Maintenance teams. These teams worked incredibly hard all day long to ensure the health and safety of our residents and all of their co-workers!


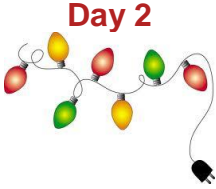


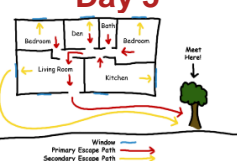


The year of 2020 has been a year to certainly remember. COVID-19 has created additional safety precautions for all of us to manage daily along with the hustle and bustle of the Christmas season. With that, the holiday season is upon us and while we work toward trying to make Christmas as normal as possible, I wanted to pass on some friendly reminders on behalf of the Ontario Association of Fire Chiefs.



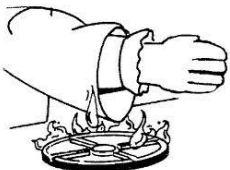


'Tis the Season to be careful, stay safe and please read and participate in the 12 days of Holiday Fire Safety.

Kellen Mowat, Supervisor, Facility Operations

Holiday Fire Safety

Participate in the 12 Days of Holiday Fire Safety and Follow the Important Safety Tips below to ensure a Safe and Happy Holiday Season!

| | |
|---|--|
| <p>Day 1</p>  | <p>Water fresh trees daily</p> <p>It's time to trim that Christmas tree, and if you're using a real tree, buy a fresh tree and keep the base of the trunk in water at all times. Keep your tree away from any ignition source such as the fireplace, heaters or candles. More Christmas tree and decoration tips below.</p> |
| <p>Day 2</p>  | <p>Check all sets of lights before decorating</p> <p>Before you put those lights on the tree or around the front window check the cords closely. Discard any sets that are frayed or damaged. More light safety tips below.</p> |
| <p>Day 3</p>  | <p>Make sure you have working smoke alarms</p> <p>With family and friends spending extra time at your home over the holidays, it's a great time to check your smoke alarms. Replace smoke alarms if they are over 10 years old. Remember that you need working smoke alarms on every storey of your home and outside all sleeping areas. Test your alarms to make sure they will alert you and your family if a fire occurs, giving you the precious seconds you need to safely escape. More Information on Smoke Alarms.</p> |
| <p>Day 4</p>  | <p>Make sure you have working carbon monoxide alarms</p> <p>Carbon monoxide is an invisible, odourless gas that can quickly kill you. Replace any carbon monoxide alarms over seven years old. Installing carbon monoxide alarms in your home will alert you to the presence of this deadly gas. More Information on CO Alarms.</p> |
| <p>Day 5</p>  | <p>Make sure everyone knows how to get out safely if a fire occurs</p> <p>Develop and practise a home fire escape plan with all members of the household and make sure someone helps young children, older adults or anyone else that may need assistance to evacuate. Once outside, stay outside and call 911 from a cell phone or neighbours house. More info on a Home Escape Plan.</p> |
| <p>Day 6</p>  | <p>Use extension cords wisely</p> <p>People often use extension cords for that extra set of lights or the dancing Santa in the corner. Extension cords should be used only as a temporary connection. Make sure cords never go under rugs as this can cause damage to the cord and cause a fire. More electrical safety tips below.</p> |
| <p>Day 7</p>  | <p>Give space heaters space</p> <p>If you are using space heaters to help take the chill off, remember to keep them at least one metre (3 feet) away from anything that can burn such as curtains, upholstery, or holiday decorations. More heating and fireplace safety tips below.</p> |

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| <p>Day 8</p>  | <p>When you go out, blow out!</p> <p>Candles can set the perfect mood for a holiday celebration, but remember to always blow out candles before leaving the room or going to bed. Keep lit candles safely away from children and pets and anything that can burn, such as curtains, upholstery, or holiday decorations. Be candle safe! More candle safety below.</p> |
| <p>Day 9</p>  | <p>Keep matches and lighters out of the sight and reach of children</p> <p>People often keep matches and lighters handy to light holiday candles. But matches and lighters can be deadly in the hands of children. If you smoke, have only one lighter or book of matches and keep them with you at all times.</p> |
| <p>Day 10</p>  | <p>Watch what you heat!</p> <p>The holiday season is one of the busiest times of the year, which means it's easy to get distracted from what we are doing. Cooking fires most commonly occur when cooking is left unattended. Always stay in the kitchen when cooking; especially if using oil or high temperatures. If a pot catches fire, carefully slide a tight-fitting lid over the pot to smother the flames and then turn off the heat. Cooking safety tips.</p> |
| <p>Day 11</p>  | <p>Encourage smokers to smoke outside</p> <p>Careless smoking is the leading cause of fatal fires. If you do allow smoking indoors use large, deep ashtrays that can't be knocked over and make sure cigarette butts are properly extinguished. More holiday entertaining tips below.</p> |
| <p>Day 12</p>  | <p>There's more to responsible drinking than taking a cab home</p> <p>With all the festive cheer this time of year, keep a close eye on anyone attempting to cook or smoke while under the influence of alcohol. Alcohol is all too often a common factor in many fatal fires. More holiday entertaining tips below.</p> |

For more information on the Ontario Fire Marshals' Initiative on the "12 Days of Holiday Fire Safety" visit their [website.](#)



Programs and Support

It's hard to believe its December! This has been quite the year for all of us and one I know one that we all wish to put behind us. We would love to make this year extra special for our residents and we need your help☺. We have had a family member come forward wishing to decorate the outside courtyard of one of our home areas. We LOVE this idea and would love to be able to get some assistance to decorate the other three courtyards for Christmas. If you or someone you know would like to donate Christmas lights and assist with putting them up, please let me know. We unfortunately do not have a lot of outside electrical outlets and therefore would need some lights that are solar powered or battery operated. This has been a challenging year on all of us and especially our residents. It would be awesome to bring some extra Christmas cheer to everyone!

The Recreation team has been very busy assisting with many different aspects on each home area during this outbreak. Please contact your home areas Recreation staff to set up a window visit, phone call or Zoom/Skype session. They will do their best to accommodate these requests, as we want to ensure you stay connected with your loved one. Depending on our current circumstances we will be trying to plan a Christmas gathering for each home area. We still need to finalize what that may look like and we must ensure that we follow the Ministry of Health & Long-Term Care guidelines, along with Public Health. We will certainly do our best to ensure this Christmas is a memorable one.

One of our volunteers, Beth Rowland, has been working very hard behind the scenes on our Annual Christmas Stocking Program. If you would like to donate items for this amazing program please contact Beth Rowland at 1-905-701-2453 or myself.

We look forward to seeing you all again soon!

Amy Appel, Supervisor, Programs & Support



What's happenin' in Bridgeview...

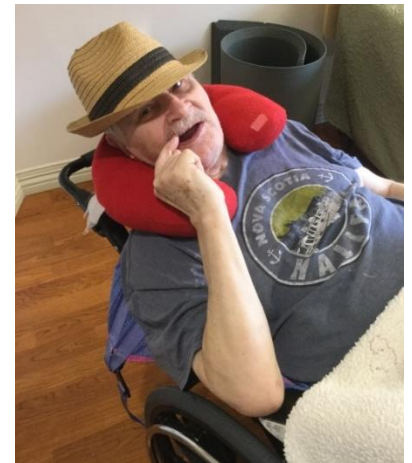
Bridgeview continues to support the needs and special leisure interests of its residents. Whether it is a workbook created of colouring pages and crosswords, kicking back for a leisurely relax or maintaining connections for our residents with family members. Thank you to our families extending well wishes and gratitude to our staff as well as the early Christmas care packages received and enjoyed by all. We have a great team in Bridgeview where staff continue to diligently work exemplifying our compassion and care towards our Bridgeview residents. #wegothis



Part of TEAM Bridgeview



Connecting to family with a reading twist!



Kickin' Back!



Sandra Richardson, new Resident, enjoys a pre-Christmas Care package.



A special congratulations to our smiling Debra Armstrong for her 20th year Anniversary as a Resident at Grandview Lodge. We had quite a party and look forward to all getting together again real soon.



Gayle McDougall, Therapeutic Recreationist



Farewell

With heavy hearts we said good bye to:

Dolores Bell
Ruth Abbey
Iris Solomon

You will be missed.



To our December residents!

- Patricia Alfieri
- Teddy Bergsma
- William Dowling
- Winifred Gallant
- James Lofstrom
- Phyllis Marr
- (Marie) Elaine O'Hagan
- Margaret Parker
- Ruby Ricker



FUN FACTS ABOUT DECEMBER

- It is the first month of winter and the last month of the year.
- National Cookie Day is December 4th. Other snacks celebrated this month include pie, cotton candy, chocolate brownies (mmm!), cocoa and cupcakes.
- December often marks the beginning of rain, snow and cold weather.
- The month is associated with Christmas. There are Christmas decorations, sales, musicals, and parties. Many people spend their time Christmas shopping.
- A lot of people have days off around Christmas and before New Year's Eve.
- December in the Northern Hemisphere is similar to June in the Southern Hemisphere.
- The first day of winter is on either December 21 or 22. This is the shortest day of the year and the longest night. It is called the winter or southern solstice in the Northern Hemisphere.

Staff Contact List

| | | |
|------------------|---------------------------------|--------------|
| Jennifer Jacob | Administrator | Ext. 2224 |
| Jelte Schaafsma | Director of Nursing | Ext. 2234 |
| Kim Livingstone | Assistant Director of Nursing | 289-776-5185 |
| Amy Appel | Supervisor, Programs & Support | Ext. 2233 |
| Kellen Mowat | Supervisor, Facility Operations | Ext. 2241 |
| Gary Arenburg | Supervisor, Dietary Services | Ext. 2228 |
| Kristen VanKuren | Supervisor, Dietary Services | Ext. 2237 |
| Barbara Grohmann | Dietitian | Ext. 2240 |

Nurse's Stations:

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

Recreationists:

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

The following services are available** at Grandview Lodge?!

| | |
|--------------------|----------------------|
| Khurram Khan | Physiotherapist |
| Bobbi-Jo Biggley | Hairdresser & Barber |
| Lisa Mederios, RPN | Foot Care |
| Dr. McDonough | Dentist |
| Vicki Lance, EDH | Dental Hygienist |

**** The above services were put on hold during the outbreak. We look forward to inviting them back into the home as soon as possible.**

| | |
|-------------|--------------------------------------|
| Dr. Kamouna | Attending Physician/Medical Director |
| Dr. Ezzat | Attending Physician |

(Upon request, the Director of Nursing may attend Physician appointments held at Grandview Lodge)

For more information regarding the above services or to book transportation for an off-site medical appointment (we have a van, fees apply), please contact Lori Beale, ext. 2221.

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

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

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