



# Grand Viewpoints

May 2021

## Administrator's Message

### Dental Hygiene Services

We are happy to let you know that dental hygiene services will be restarting in May. Vicki Lance, who has been providing Dental Hygiene services at Grandview Lodge for several years, is retiring and Rosanne Turenne, who you will have seen assisting Vicki, has taken over the business.

A healthy mouth is important at any age, even for those wearing full or partial dentures. Regular dental hygiene cleanings and checkups will greatly improve how you feel both inside and out. Rosanne, Registered Dental Hygienist is ready to help you on your way.

#### DENTAL HYGIENE FEES As of January 1, 2021

Initial exam .....\$50 to \$75  
A onetime fee only for complete new patient exam and assessment

Specific or Recall exam .....\$20

Scaling .....\$27 to \$54  
Determined by oral health status and findings of clinical exam

Polishing .....\$15  
Fluoride Varnish.....\$22

Complete Recall.....\$68 to \$90  
Includes: Exam, Scale, Polish and Fluoride

Silver Diamine Fluoride .....\$25  
Topical medication applied to arrest decay

IST Restoration .....tooth/\$45  
Anesthetic free filling to restore broken or decayed teeth

Denture cleanings  
Both upper & lower.....\$48  
One denture only .....\$24  
(no charge in conjunction with regular cleaning of remaining natural teeth)

All fees are based on the Ontario Dental Hygiene Fee Guide  
\*No HST on dental hygiene services\*

Contact Lori Beale at ext. 2221 to schedule an appointment. For any questions or concerns please contact Rosanne Turenne, RDH at [healthysmile.rdh@gmail.com](mailto:healthysmile.rdh@gmail.com) or call 905-807-0599.

\*\* Please note Dental Services at GVL are optional and Residents may choose to obtain services from their own provider outside of Grandview Lodge.

Jennifer Jacob,  
Administrator

## Accounts Department



### It's that time of year again, Income Tax season!

For those Residents that are new to Grandview Lodge and, as a reminder for those who have been with us for a while, Grandview Lodge requires a copy of each resident's *Notice of Assessment* which is issued after you file your income tax.

Why do we need the *Notice of Assessment*? Your accommodation rate is adjusted on an annual basis to offset the cost of living expense.

Current Accommodation Rates – as of July 1, 2019		
Type of Accommodation	Daily Rate	Monthly Rate
Long-stay Basic <sup>1</sup>	\$62.18 <sup>(a)</sup>	\$1,891.31 <sup>(b)</sup>
Long-stay Semi-private	\$74.96 (Basic plus a maximum of \$12.78)	\$2,280.04
Long-stay Private <sup>2</sup>	\$88.82 (Basic plus a maximum of \$26.64)	\$2,701.61
Short-stay	\$40.24	N/A

As previously announced, the Ministry of Long-Term Care suspended the long-term care (LTC) home accommodation rate increase for the 2020-2021 rate cycle. The rate increase that was scheduled to be applied January 1, 2021, did not take place. This was so financial relief to residents and families who may have been experiencing financial challenges due to COVID-19 would continue.

Rate increases are now scheduled to resume on July 1, 2021. We will advise everyone as soon as the new rates are available.

In order to ensure every Ontarian has equal access to LTC beds, accommodation rates are "geared to income". The Ministry of Long-Term Care determines **your** rate based on the total amount entered as Net Income on Line 23600 – on the Notice of Assessment. Your Net Income is then divided by 12, the Comfort Trust amount is subtracted and the remaining dollar amount is considered your monthly income. If your monthly income is less than the monthly rate for Basic Accommodation, you may qualify for a Rate Reduction.

Accommodation rates in Long-Term Care Homes are determined by the Ministry of Long-Term Care. Private rooms are NOT eligible for a Rate Reduction.

At this time any resident residing in Basic Accommodation who has an annual Net Income less than \$24,483.72 will be required to fill out and sign a Rate Reduction Application **before Tuesday, May 25, 2021**. A copy of your 2020 Notice of Assessment is also required.

If you would like more information please feel free to contact me at ext. 2222, Tuesday – Thursday, or email [pbonnett@haldimandcounty.on.ca](mailto:pbonnett@haldimandcounty.on.ca) and I will be happy to help.

Pamela Bonnett  
Accounts Clerk

## Nursing Department

### Mental health issues in long-term care are common.

Moving into a long-term care home can be hard for you and for your family. It may bring up feelings of anger, fear, guilt, relief or other mixed emotions. It is okay to talk about these feelings. Try to make the move as positive as possible. Bring personal things that have meaning to your new home – family pictures, a favorite chair or blanket.

It might take time to adjust and feel comfortable. Family members should plan regular visits. With time and the right support, it will get better. In these difficult times, visiting is limited to Essential Care Givers as we must be sure that our Infection Prevention and Control measures are understood by all.

Depression **is** spending weeks or months feeling sad, hopeless or bored with things that you would normally enjoy. Depression **is not** a normal part of aging. With treatment and support it can get better. Depression is

common in long-term care homes. Residents who have dementia sometimes develop depression too. Residents, family and carers should look for signs of depression at the time of the move and every few months after that. Check-ins should also happen after times of change like the death of a loved one, or a change in what a resident is able to do.

Here are some ways that you and your family can help prevent depression:

- Having regular visits from family, friends, volunteers or a spiritual leader, (in person preferably, virtually is a close second).
- Being supported to do enjoyable things (like baking, sewing, singing, painting or talking about the news).
- Watching videos or looking at photos of happy times with family.
- Getting exercise (for example, chair exercises, walking programs or gardening).
- Talking about family, work and happy memories.
- Listening to music.

People change over time so you might need to try new things to help fight depression. A family member might be able to help you choose activities that meet your needs and wishes.

There are many ways to treat depression and not all include medicines. Using different types of treatments usually gives better results. Health and social supports, keeping yourself engaged and active can help fight depression. Even small changes can boost mood. Joining support groups or doing activities in the home, exercising and eating well can help.

Medication, if needed, a doctor will prescribe medicine (antidepressants) to treat depression. Many options are available.

It is important to be aware of problems or changes in your mood, thinking and behaviour while in long-term care. These could be signs that something is wrong. If there is a problem, staff at the home can help you and your family. To take care of the mental health of all residents, long-term care homes should:

- Give care and support that meets your needs.
- Give support in ways that work for you.
- Focus on the things that you are good at and on what you can do.
- Work with families to make sure you get the best care possible.
- Plan for the physical, mental, social and spiritual needs of all residents.
- Train staff on the best ways to provide care, including mental health care.

### How can I help my relative in long-term care?

Family should be an important partner in the care of their loved one. You know your family member the best. You understand their needs.

Here are some ways that you can help a family member who is in long-term care:

- Visit often and encourage other family and friends to visit too. Even a 15-minute visit can help.
- Learn about the home and about the care your relative will receive.
- Get to know the staff and let them know if you notice any changes in your loved one.
- Ask questions. Share ideas about things that might help. Go to the annual care review and ask the home for a care review if you have concerns about new problems.
- Ask about the Family Council at the home. Councils give family members a chance to work with staff to improve the care for all residents.
- Tell staff about your loved one's routines and wishes.
- Tell staff about any changes in the family. Share news of weddings, births, deaths or illnesses of a family member or friend.

As a family member, don't forget to care for yourself. It is one of the most important things that you can do. When you are well, your loved one will benefit too!

### Sources:

Mental Health in Long-Term Care Organization contacts Canadian Coalition for Seniors' Mental Health

Alzheimer Society of Canada [www.alzheimer.ca](http://www.alzheimer.ca) Canadian Mental Health Association (CMHA)

*Kim Livingstone,  
Assistant Director of Nursing*

## Marshview Update

Spring has sprung over here in Marshview! The unit has been keeping busy by starting our vegetable seeds for the gardens, to painting Moss Art. The Residents have been going outside whenever the sun is shining bright and the temperature is just right! They enjoyed Waffle Day last month and are looking forward to the Official Opening day of Baseball!

With the One Year Anniversary of the Pandemic, the Residents and Staff are becoming more creative with making sure we keep in contact with our loved ones – via Facetime, Zoom, Skype, Window Visits, Phone Calls, Videos being sent via email, and even photos with inspirational messages!

We hope you all had a wonderful Easter and are looking forward to enjoying the beautiful spring season!



*Megan Herkimer  
Therapeutic Recreationist*



- May 5<sup>th</sup> • Cinco de Mayo
- May 9<sup>th</sup> • Mother's Day
- June 3<sup>rd</sup> • Memorial Planting

## Programs and Support

We had some special visitors in for Easter this year. The baby chicks certainly brightened up everyone's day. Thank you to Kellen who brought them in for everyone to enjoy. This month we will be celebrating Cinco de Mayo with some fun festivities on May 5<sup>th</sup> for residents and staff. We may just have a piñata or two. ☺ Look out for pictures in the June newsletter. In April we also celebrated National Volunteer week from April 19<sup>th</sup> – 23<sup>rd</sup>. The residents created this wonderful video thanking our volunteers for their love and support. If you would like to view it please click on this link:

<https://www.haldimandcounty.ca/wp-content/uploads/2021/04/2021-Volunteer-Appreciation.mp4>

We will have our Residents' Council meeting on May 27<sup>th</sup> at 10:00 a.m. and Family Council will be on May 27<sup>th</sup> at 3:00 p.m. If you would to be a part of our Family Council please notify me at [aappel@haldimandcounty.on.ca](mailto:aappel@haldimandcounty.on.ca) or call me at ext. 2233.

On June 3<sup>rd</sup> we will be having our annual memorial planting in memory of the residents we have lost over this past year. Under normal circumstances, we always invite family members back into the home to assist us with planting a flower or a plant in memory of their loved one. Unfortunately, due to current restrictions we are unable to invite family members this year; however, we will be sending out invitations shortly to invite family members to drop off their loved one's favourite plant or flower and we will plant them. We will be providing more information this month about this event.

Stay safe and healthy everyone!



*Amy Appel,  
Supervisor, Programs and Support*

## Dietary Services

*"The essence of a thoughtful spring menu is bringing the table to life with flavourful colour!"*

*– Sherry Yard*

With great excitement, we are aiming to roll out our new spring/summer menu for the May long weekend. Our team works collaboratively and completes many steps before the menus are processed. Each menu aligns with our residents' nutritional needs and food preferences within the budgetary and operational capacity of Grandview Lodge. Your Registered Dietitian and Dietary Supervisors have been working hard to ensure that the menu provides adequate nutrients, fibre and energy for residents based on the current dietary reference intakes for this population. We also analyze the menu to ensure it includes variety in colour, flavour, and texture, as well as alternative choices of entrees, vegetables and desserts at lunch and dinner. Moreover, the menu must be in compliance with Canada's Food Guide and for our residents whose current needs cannot be met through the home's menu cycle, substitutions are provided of comparable nutritional value. Lastly, we evaluate all menu items based on resident satisfaction and input because we recognize that food is a significant source of pleasure in long-term care and contributes to a higher quality of life!



With May also comes Mother's Day. In light of honouring the contribution, efforts, and roles that our mothers play in our society, we look forward to celebrating with a special meal that includes Chicken Breast stuffed with Cheese and Broccoli and Apple Caramel Cheesecake for dessert.

*Brooklyn Seal,  
Registered Dietitian*

Welcome

Hannah Zamprogna  
Marjorie Lazenby  
Jean Menzel

HAPPY  
BIRTHDAY

Joan Beale  
Margaret Davidge  
Wava Hoover  
Martha Jones  
Jane McConachie  
Shirley Mumby  
Karel Mylle  
Sonja Pietersen  
Rachel Poulin  
Babette Sepp

### Support Services

With Spring in the air and the excitement of being outside, we would like to remind everyone that Grandview Lodge is a scent-reduced environment. Grandview Lodge provides a scent-reduced working and living environment to ensure that people, who are sensitive to certain fragrances, and can become seriously ill, will not be exposed to scents while in the Home.



**SCENT-REDUCED:** Although there is no exact definition, it is referenced as: *“All scents that are known to cause health concerns for Staff, Residents or Visitors. These scents include but are not limited to some flowers (Hyacinth and Lilies), perfumes, hairsprays and air fresheners.”*

Freshly cut flowers can really brighten up a resident’s day! There are some staff members that are very allergic to the fragrances given off by certain flowers. Some types of flowers that are typically considered “low fragrance” are Tulips, Irises and Daisies. Because it is impossible to know exactly how every type of flower will react with every staff, resident and visitor, Grandview Lodge reserves the right to dispose of any flower that is reported to be causing any ill effects.

Thank you for your consideration and helping to keep our home healthy and safe.

*Kellen Mowat,  
Supervisor, Facility Operations*

### Resident Profile

*Anne VanderStelt*



Anne was born in the Netherlands. Leaving her seven siblings & mother, she and her husband Joe with their 2-year old daughter immigrated to Canada in 1954 via ship.

They settled in southern Ontario, moving to the Dunnville area over 60 years ago and this is where they raised their five children.

Anne loved to work in the garden, growing lots of flowers and produce, which she canned and her family enjoyed all year long. She also loved knitting and produced hundreds of hand-knitted vests with matching hats for children in South America as a means of protection against TB.

As a help partner with Joe, she painted and wallpapered many homes that they renovated and resold.

She was always a very hard worker – mowing the lawn, weeding the garden, shovelling snow, cleaning windows, painting the house, and keeping the yard and house looking super neat and tidy.

Anne is very glad to be back in Dunnville and to call Grandview Lodge home.

## GRANDVIEW LODGE

657 Lock St W  
Dunnville ON N1A 1V9

Phone: 905 774-7547  
Fax: 905 774-1440  
Web: [www.haldimandcounty.ca](http://www.haldimandcounty.ca)

### Mission Statement:

“With comfort, compassion and care, Grandview Lodge Community supports a meaningful life for residents.”

### Contact us:

#### MANAGEMENT:

##### Administrator

Jennifer Jacob Ext 2224

##### Supervisors, Dietary Services

Gary Arenburg Ext 2228

Kristen VanKuren Ext 2237

##### Dietitian

Brooklyn Seal Ext 2240

##### Director of Nursing

Jelte Schaafsma Ext 2234

##### Assistant Director of Nursing

Kim Livingstone Ext 2229

##### Supervisor, Facility Operations

Kellen Mowat Ext 2241

##### Supervisor, Programs & Services

Amy Appel Ext 2233

#### ADMINISTRATION:

**Resident Services Clerk** Ext 2221

**Accounts Clerk** Ext 2222

**Administrative Assistant** Ext 2223

#### NURSES STATIONS:

Bridgeview Ext 2238

Creekview Ext 2262

Hillview Ext 2247

Marshview Ext 2261

#### RECREATIONISTS:

Nicole Leeney, HV Ext 2303

Bev Little, CV Ext 2200

Gayle McDougall, BV Ext 2302

Megan Herkimer, MV Ext 2301



With heavy hearts we  
said goodbye to:

Mary Timson  
Roberta Nie

## Physicians

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

Upon request, the Director of Nursing may attend Physician appointments held at Grandview Lodge. Please see the registered staff in your home area.

### The following services are available at Grandview Lodge:

Khurram Khan      Physiotherapist  
Bobbi-Jo Biggley      Hairdresser &  
Barber  
Lisa Mederios, RPN      Foot Care  
Dr. McDonough      Dentist  
Rosanne Turenne, RDH      Dental Hygienist

For more information regarding the above services or to book transportation for an off-site medical appointment (we have a van, fees apply), please call Lori Beale, 905 774-7547, ext. 2221.



Essential Caregiver  
Visiting Hours

Monday to Friday  
8:30 a.m. – 8:00 p.m.

Saturday & Sunday  
10:00 a.m. – 6:00 p.m.