

Grandview Lodge

First Quarter Report 2020



Table of Contents

1. Introduction.....	Page 3
2. Background.....	Page 4
3. New Medical Director and Attending Physician.....	Page 5
4. Volunteers & Community Partnerships/Support	Page 6
5. New Resident Council Funded Projects Within the Home	Page 7
6. Grandview Lodge/Haldimand County Visibility Within the Community Including Presentations and Tours of the Home.....	Page 9
7. Response to the COVID-19 Pandemic	Page 9
8. Summary.....	Page 11



Introduction

This document is a review of the operations of Grandview Lodge (GVL) and includes highlights that have occurred in the Home during the first quarter from January 2020-present date. You will note that some information spans beyond the end of the first quarter, but is beneficial to understanding how some of the delays or activities related to the pandemic have progressed to this point. Grandview Lodge provides long term care to 128 Residents, 24-hours a day, 7 days a week. Operations in a Home such as Grandview Lodge, are complex and it takes a large number of people with expertise in their chosen profession to meet the many challenges associated with residential long term health care services. The direct care staff at GVL are considered essential service workers and are expected to attend work during times of inclement weather and/or varied states of emergency. Never in recent history has this been more evident than now, as we navigate our way through the COVID-19 pandemic. Grandview Lodge has been put into the spotlight as an example of best practices and innovation in long term care, not only in Dunnville and surrounding long term care communities, but across Ontario.

GVL continues to offer tours for students of various health care professions, staff from other long term care homes and professional associates. I want to take this opportunity to recognize that I am fortunate to work with a group of individuals who have, through their commitment to professionalism and their dedication to the population we serve, collectively contributed to the success our Home has had during this challenging first phase of the pandemic. I also would like to thank the staff from other divisions within Haldimand County who support Grandview Lodge by providing their expertise to our Home's operations and in recent months have been flexible in their approach to GVL, without interruption.

On behalf of Residents and staff of Grandview Lodge, I wish to thank the members of the Haldimand County Senior Management Team, General Manager, Cathy Case, as well as Council for their support and interest in the operation of Haldimand County's long term care Home, Grandview Lodge.

-Jennifer Jacob, Administrator

Background

Grandview Lodge is a 128 bed, not-for-profit, accredited, unionized long term care Home. It is operated by the Municipality of Haldimand County in partnership with the Ontario Ministry of Health and Long Term Care (MOHLTC) and the Hamilton Niagara Haldimand Brant Local Health Integrated Network (HNHB LHIN).

The Home continues to provide leased space for Senior Support Services administration staff, Day Away Senior Services and Listen Up Hearing Clinic. In addition, there is leased space for Capability Support Services, who provide a 21 bed senior supportive housing service which Grandview Lodge provides dietary services to clients at cost.

Grandview has also opened its doors to our community by welcoming various organizations to utilize our public spaces such as the Boardroom and Auditorium for numerous events, including: memorial services, family gatherings, educational workshops, support groups, meetings and resident parties. The following are some of the organizations that utilize our space on a routine basis: The Alzheimer's Society, Parkinson's Canada, Dunnville Minor Hockey, the Lioness, Haldimand Historical Society and music groups including choir and ukulele.

Management and resident services provided at GVL are required to work within a multitude of many guidelines, contracts, standards and legislation that must be followed in providing long term care services and in operating Grandview Lodge. These include but are not limited to: MOHLTC (Compliance Standards, Guidelines for Pandemic Planning, Family and Residents' Councils, Bill 140, High Intensity Funding), Ontario Fire Code, Public Health regulations, Building Codes, WHMIS, Ministry of Labour, Union Contracts (ONA and UFCW), Professional Organizations (College of Nurses of Ontario, Registered Nurse's Association of Ontario Best Practice Guideline, Accreditation Canada, AdvantAge Ontario (information sharing, collaboration with other Homes, lobbying for services/money and changes to long term care legislation).

The management team operates in accordance with the above-referenced guidelines and legislation and in keeping with Haldimand County municipal policies and procedures. As operational changes are required, our management team often make these changes by working together with several other staff members and through various committees.

New Medical Director and Attending Physicians

In January 2020, coincidentally, both Attending Physicians at Grandview announced they were resigning – one for professional reasons and the other due to retirement. One of these Attending Physicians was also the home's Medical Director.

GVL was fortunate to be able to fill both Attending Physician vacancies and the Medical Director Role rather quickly. This transition was set to take place in April 2020, however due to the COVID-19 pandemic all doctors agreed to delay the transition until May. Effective May 1, 2020, Dr. Ahmed Kamouna is the Medical Director and Attending Physician for Grandview Lodge and Dr. Omar Ezzat will also be working as an Attending Physician for GVL. Both physicians belong to the Dunnville Family Health Team and both have admitting privileges at Haldimand War Memorial Hospital.

I want to take this opportunity to thank the two departing physicians, Dr. Hu for his commitment to Grandview Lodge over the last few years Dr. Kazemi for his care and commitment to the Residents of Grandview Lodge for the last thirty one (31) years.



Dr. Ahmed Kamouna
Medical Director & Attending Physician



Dr. Omar Ezzat
Attending Physician

Volunteers & Community Partnerships/Support

Typically Grandview Lodge relies on our volunteer base to provide additional supports to the staff and residents of Grandview. Our volunteers operate our Tuck Shop and provide activities, such as therapeutic music, pet therapy, numerous one-to-one visits and our own Grandview Group of Seven Art sessions. In 2019, there were 2,200 registered hours of volunteer service. At this time we have 273 registered hours for 2020.

When visiting restrictions were directed by the MOH, Grandview Lodge contacted our user groups, such as those in the community who use our public spaces for events and advised that our facility was no longer available during this period of pandemic. This information was met with understanding and support from all groups. Senior Support Services administration staff continue to use their leased space as they have private access to their offices and do not come into contact with any staff or residents from Grandview Lodge. Listen Up has closed its doors, as they are not considered an essential service and in recognition of this, Haldimand County has waived the cost associated with the lease for the months they are not utilizing the space.

Although our Home has not been accessible to our volunteers and user groups during the pandemic, our staff and residents are still benefiting from their time and generosity through contributions to our Home such as, cards of appreciation and well wishes, PPE, a hot cup of coffee and more. The following people/organizations have donated items to our Home.

THANK YOU!!!



New Resident Council Funded Projects within the Home

Indoor Nature Room and Cinema Room

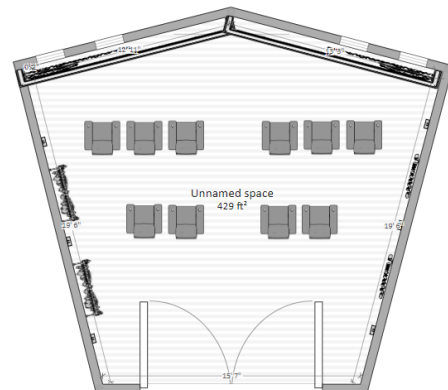
As part of the Grandview Lodge Strategic Plan, Grandview is committed to evaluating the utilization of common spaces within the Home and to develop a plan to increase “found activities” or activities that residents could independently engage in with minimal facilitation from Therapeutic Recreationists (TR). Such activities will help to reduce boredom for higher-functioning residents while freeing up TR time to focus on activities for lower-functioning residents or residents who may benefit from 1:1 programming. The Grandview team identified two spaces that are under utilized and would be suitable for re-purposing or multi-purpose usage. These spaces are currently identified as the Fireplace Lounge and the Gathering Room.

In the summer of 2019, Grandview Lodge staff participated in a University of Toronto research study which focused on the impact of exposure to natural environments on staff and residents in long term care. As part of the study, an environmental scan was completed on the outdoor and indoor spaces in the Home. During this assessment, we identified that GVL outdoor spaces provide many opportunities for residents and staff to engage with nature through gardening, observation of wildlife and planned recreational activities including, barbeques, outdoor reading circles and relaxation. During the indoor assessment, we noted that although the Home has many plants placed throughout the common areas and on the individual Home areas, there is not a dedicated space that provides residents and/or staff with an opportunity to engage with nature when the weather impacts the ability to utilize the outdoor space. The Grandview team, in consultation with staff, Resident’s Council and Family Council, have identified The Fireplace Lounge as a space that could be converted to an indoor “Nature Room”.





The Gathering Room is used on a weekly basis for multi-denominational religious services and on occasion for small group gatherings. This space was also identified as underutilized, and the same groups as mentioned above, as well as in consultation with our Joint Pastoral Care group, agreed that this space could be a multipurpose space for both religious services and as a “Cinema Room”.



The re-purposing of these rooms will be funded through the Resident’s Council funds that are generated through donations and Tuck Shop revenues.

Grandview Lodge/Haldimand County Visibility within the Community; including Presentations and Tours of the Home

Grandview Lodge continues to be recognized as a leader in innovative care and best practices in long term care. GVL frequently receives requests from other Homes who are interested in touring our facility. Tours are typically requested by Homes who are implementing Montessori Principles or are planning the redevelopment of their facility and want to visualize the layout of Grandview and the prepared environments.

Tours

- Valley Park Lodge, Niagara Falls - March 2, 2020
- Niagara College, OTA/PTA students - January 27, 2020, approximately 25 students

Presentations and Press

- Amy Appel, Program Supervisor was scheduled to present at the annual Advantage Ontario Convention alongside Peggy Chi from the University of Toronto on the benefits of exposure to a natural environment in LTC settings. Unfortunately due to COVID-19 the convention was cancelled.
https://www.researchgate.net/publication/333512837_The_Conceptualization_of_the_Natural_Environment_in_Healthcare_Facilities_A_Scoping_Review
- Grandview Lodge was featured in a segment on CTV's The National News for our response to the COVID-19 pandemic and our pre-existing Pandemic Plan.
- The Sachem featured Grandview Lodge in an article that focused on how the Home is helping residents stay engaged and in touch with their families.

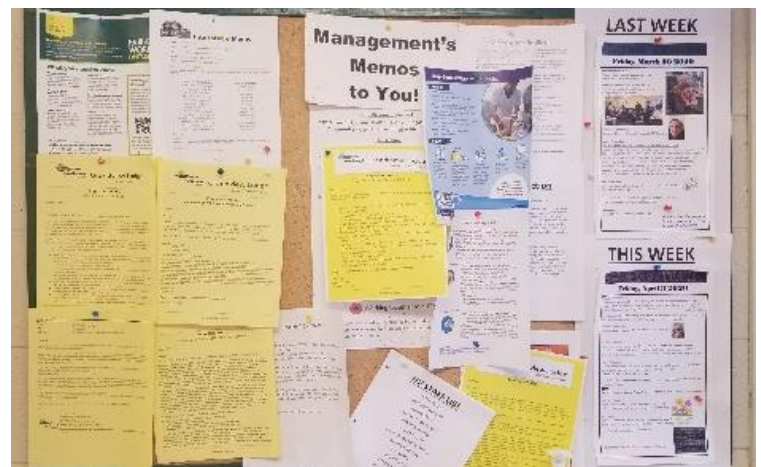
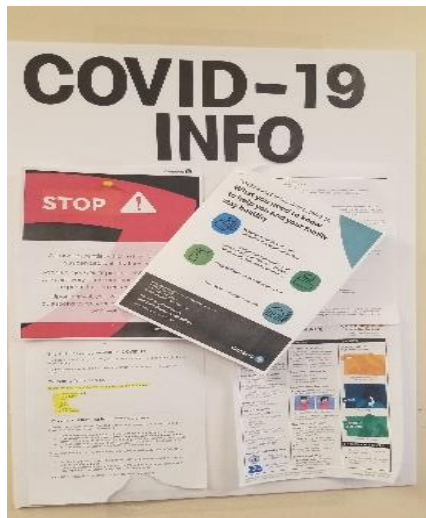
Response to the COVID-19 Pandemic

On January 25, 2020, Ontario reported its first case of COVID-19. From mid February to early March, we watched as the virus quickly started taking its toll on the communities infected by it and the world took notice. On March 11, 2020, COVID-19 was declared a pandemic. The Ministry of Health (MOH) has provided long term care homes with suggestions, recommendations and official directives to assist in the management and implementation of effective Infection Prevention and Control (IPAC) measures. The management team at Grandview Lodge have been diligent and on several occasions,

proactive in the implementation of IPAC best practice guidelines. A more detailed review of Ministry directives and Grandview Lodge response can be reviewed in Appendix 1 Grandview Lodge COVID 19 Update, 2020 Q1.

The leadership team at Grandview Lodge committed to a transparent approach with regular updates for staff so that each individual can make informed decisions in the work environment.

Staff have had to adjust their work routines and think outside the box when it comes to meeting the medical and social needs of our residents. Examples of this are: revised scheduling, cohorting of staff and residents to identified units, window visits, using technology for programs and virtual assessments by pharmacists, physiotherapists and physicians.



Summary

The Grandview Lodge team began 2020 with the anticipation and excitement of implementing a Strategic Plan developed under the newly-established Leadership Team. This plan included process improvements, exciting new initiatives and development opportunities. What we did not anticipate is that this team and the Home would soon face one of the greatest challenges of our professional careers. Having a pre-established Pandemic Plan in place provided a strong foundation for the new Grandview Leadership Team to build from. Using evidence-based practices and taking a proactive approach to IPAC best practices, GVL became “the safest place to be” during the onset of community spread. The dedicated frontline staff have buy-in, felt supported and committed to maintaining the strict guidelines that were established to ensure GVL was able to stay COVID-19 free for as long as possible. While much of the operations of Grandview Lodge have been focused on our response to the pandemic, the team remains committed to ensuring the regular day-to-day operations remain in place to maintain a sense of normalcy for the staff and residents. We will move forward with the new initiatives to the extent that we are able, in compliance with social distancing and MOH directives, and will focus on strategic goals, such as improved utilization of our outdoor spaces. Navigating our way throughout this challenging time would not have been possible without the help and support of our Senior Management Team and Council.

At the time that this report was written, 50% of the resident population and 52% of the staff population at GVL have been swabbed and all swabs have returned negative for COVID-19. I anticipate that on May 19, 2020 when this report is brought forward to Council, 100% of the staff and residents will have been swabbed and I am cautiously optimistic that I will be able to report that Grandview Lodge remains COVID-19 free.

