
HALDIMAND COUNTY

Report GVL-03-2020 Grandview Lodge Annual Report - 2019

For Consideration by Council in Committee on October 27, 2020



OBJECTIVE:

To provide Council with an Annual Report for Grandview Lodge operations.

RECOMMENDATIONS:

1. THAT Report GVL-03-2020 Grandview Lodge Annual Report - 2019 be received.

Prepared by: Jennifer Jacob, Administrator

Respectfully submitted: Cathy Case, General Manager of Corporate & Social Services

Approved: Craig Manley, MCIP, RPP, Chief Administrative Officer

EXECUTIVE SUMMARY:

Report GVL-03-2020 Grandview Lodge Annual Report – 2019 has been prepared to update Council on Grandview Lodge's profile, goals, challenges, achievements and trends during 2019. This report is part of the required reporting to maintain Grandview's accreditation status.

BACKGROUND:

Council has been provided with a copy of the Grandview Lodge Annual Report 2019 (Attachment 1). This report provides information concerning operations within Grandview Lodge, which is part of the Corporate and Social Services Department. Copies of the Annual Report will also be made available to the public and posted on the County website.

The Annual Report is normally presented earlier in the calendar year, following the year that is being reported; however, due to COVID and the attention required to the pandemic at Grandview Lodge, the presentation was delayed. It is important to note that the Annual Report is strictly based on 2019 activity, data and operations prior to the pandemic; therefore, the information contained within the report does not reflect on current operations and pandemic related matters.

Through the Accreditation Canada Required Organizational Practices, it is required that Grandview Lodge provide, at minimum, quarterly quality reports to the governing body. On May 19, 2020, through a resolution of Council for report GVL-01-2020, authority was delegated to the General Manager, Corporate and Social Services to receive quarterly quality reports for Grandview Lodge, provided that an annual report is presented to Council.

ANALYSIS:

The Grandview Lodge (GVL) Annual Report profiles a combination of information including data, goals and achievements during 2019. Some of the key highlights of the annual report are as follows:

A review of the GVL Mission, Vision and Values Statements.

- Overview of the 2019 - 2022 Strategic Plan.
 - The four year plan includes 32 goals which fall under 10 subcategories
- Review of Grandview Lodge operations
 - Average Residential Tax Bill – Allocation Based on 2019 Draft Tax-Supported Operating Budget 2019 Assessment = 1.9% or \$61.85/household
- Successful recruitment of leadership team members, specifically Director of Nursing; Supervisor, Facility Operations; Supervisor, Programs and Support Services
- Quality Improvements
 - Repurpose underutilized spaces
 - Introduction of a medication reconciliation process to reduce polypharmacy
 - Staff recognition event
 - Staff training
- Resident data
 - Resident turnover 28% or 36 residents
 - Average Length of stay 3.26 years
 - Average age 82.5
- Resident Satisfaction Survey Results
 - Resident Satisfaction Survey results showed an improvement in 96% of the categories over 2018 results with an overall satisfaction rate of 93%

FINANCIAL/LEGAL IMPLICATIONS:

Not applicable.

STAKEHOLDER IMPACTS:

Not applicable.

REPORT IMPACTS:

Agreement: No

By-law: No

Budget Amendment: No

Policy: No

ATTACHMENTS:

1. Grandview Lodge Annual Report – 2019