

# Grandview Lodge

## Annual Report -

### 2019



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## Mission Statement

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

## Vision & Values

Grandview Lodge is a leader in Long-Term Care services with a focus on aging with independence and self-fulfillment. By combining the Montessori (DementiAbility) and Butterfly Care philosophies, staff will develop emotional connectivity with the residents. Staff recognize that promoting physical and psychological well-being is equally important.

Grandview Lodge supports and believes in the following core values:

-  **G - Governance**
-  **R - Respect**
-  **A - Accountability**
-  **N - Nurturing**
-  **D - Dignity**
-  **V - Visionary Leadership**
-  **I - Inclusivity**
-  **E - Excellence**
-  **W - Working Together as a Team**

## Introduction

This document is a review of the operations of Grandview Lodge (GVL) and includes highlights that have occurred in the Home during 2019. Some of the data found in this report is for a 3-year period to act as a foundation for comparative analysis with respect to the Home's past operations, present situation and to assist in planning for the future.

Grandview Lodge provides Long-Term Care to 128 Residents, 24-hours per day, 7 days a week. Operations in a Home such as Grandview 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 Grandview are considered essential service workers and are expected to attend work during times of inclement weather and/or varied states of emergency.

The team at Grandview Lodge is dedicated to creating a home-like environment with a social model of care, as opposed to an institutional setting with a medical model of care. This is to ensure the residents of Haldimand County do not need to leave their community to receive the compassionate care services they require, when they are no longer able to meet their own care needs, in a familiar and comfortable setting. This is achieved solely because of the commitment and buy-in from the interdisciplinary team of our Home; our volunteers, family members and friends of Grandview Lodge. They are dedicated and committed to providing the best service possible.

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. Grandview continues to offer tours for students of various health care professions, staff from other Long-Term Care Homes and professional associates who hail from local organizations, as well as national and international visitors.

I want to take this final opportunity to recognize that I am fortunate to have a management team and administrative support team that work hard and are not afraid to challenge themselves to improve the care of our residents and the daily lives of staff; I thank them for their continued commitment. I also would like to thank the staff from other divisions within Haldimand County who support Grandview Lodge by providing their expertise to Grandview's operations as well as our General Manager, Cathy Case, who fully supports the Grandview Lodge Team.

On behalf of residents and staff, I wish to thank members of Haldimand County 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 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 the Listen Up Hearing Clinic. In addition, there is leased space for Capability Support Services, who provide a 21 bed senior supportive housing service and for which Grandview Lodge provides dietary services to its clients at cost. In 2019, Grandview Lodge leased shared office space to The Alzheimer's Society. These onsite partnerships create a campus of care for our GVL Residents and the public.

Grandview has also opened its doors to our community by welcoming various organizations to utilize our public space, 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 Grandview Lodge 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, the Grandview management team often make these changes by working together with several other staff members and through various committees.

## Strategic Plan for 2019 - 2022

Our new Strategic Plan for 2019-2022 has been developed in consultation with the staff of Grandview Lodge, Residents, Family Council and external stakeholders. The four year plan includes 32 goals which fall under 10 subcategories:

1. Environmental Development
2. Staff Work Life
3. Recruitment and Retention
4. Programs, Volunteers, Education
5. Use of Technology
6. Dietary Services
7. Customer Service and Communication
8. RAI/MDS
9. Infection Prevention and Control
10. Back to Basics

Here are some highlights from 2019:

- Successful recruitment of Director of Nursing; Supervisor, Facility Operations; Supervisor, Programs & Support Services
- Improved use of underutilized space – in 2019 office space was made available to the Alzheimer's Society utilize as space for community visits
- To create a home-like welcoming environment – completed remodel of the front entry
- Staff Recognition – celebration and acknowledgement of each individual department for one week
- Plan to align the Staff Recognition Event with other Haldimand County divisions as well as fun events throughout the year for team building
- Attendance at Secondary School Job/Career Fairs
- Improved communication to all staff via email, memo boards and newsletters
- Use of produce from gardens during meal preparation
- Having the Parkinson's Canada Support group onsite
- The Grandview Lodge Cookbook – established a GVL Social Committee, brought Residents and staff together as we shared our family recipes
- Better Coordinated Cross-Sectoral Medication Reconciliation (BOOMR) was introduced

Environmental Development: Re-developing under utilized spaces - the Gathering Room to a Movie Theatre and Chapel and development of a Nature Room in the Fireplace Lounge.

Current Gathering Room Floor Plan



Rendering of proposed changes



Current Fireplace Lounge



Design ideas for developing a Nature Room



Moss Wall



Plants

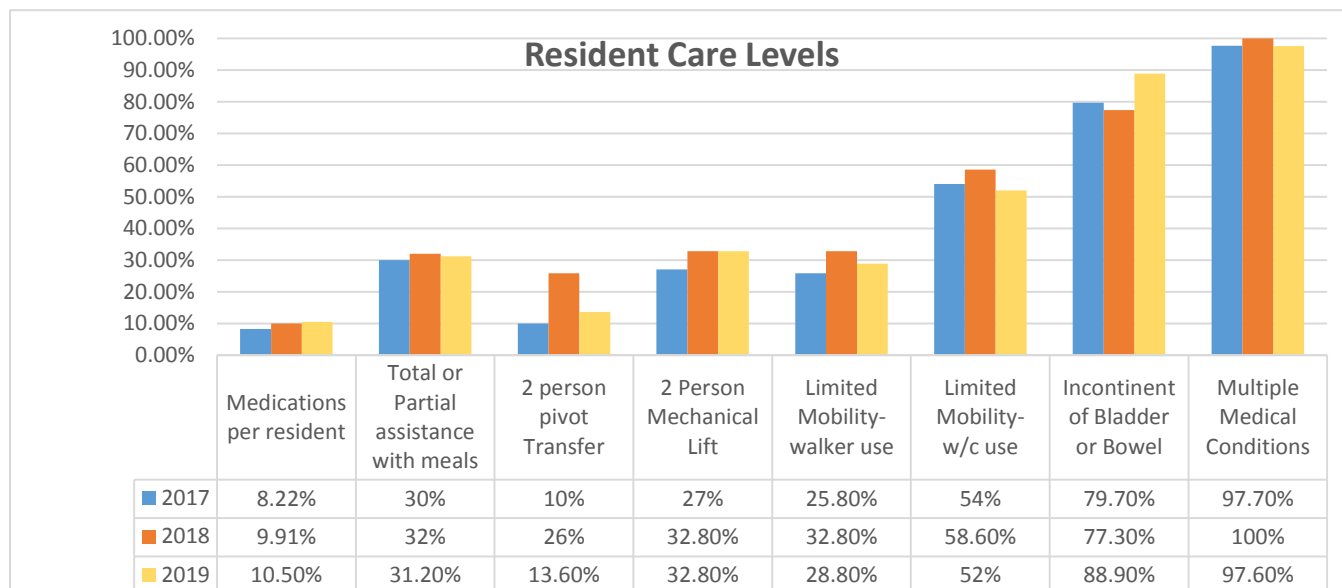


Aquarium

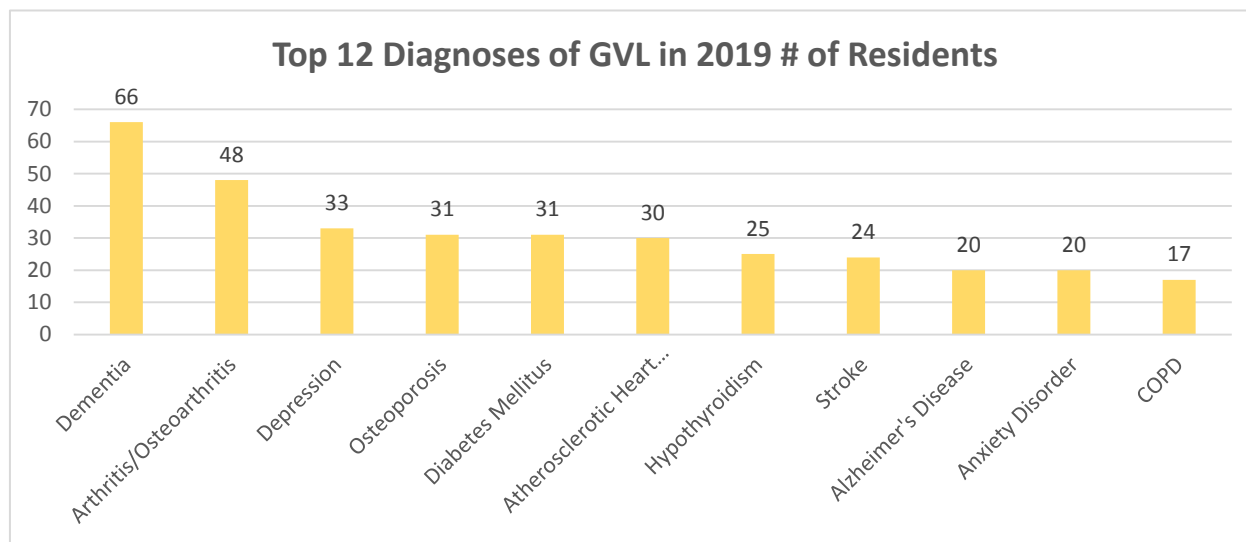
\*Funding for these projects has been provided by Grandview Lodge Resident's Council and direct donation.

## Resident Focus

Each resident's needs are assessed and recorded in their personal medical record. Documentation focuses on what the resident can do independently when the correct services are provided. It centers on the resident's strengths, abilities, preferences and recognizes additional elements of care that can improve the resident's quality of life.



Here are the top 12 diagnoses of Grandview Lodge residents for 2019:



It is common for residents to have multiple comorbidities resulting in a more complex approach to care.



## Resident Falls

A fall is defined as any unintentional change in position where the resident ends up on the floor, ground or other lower level. Below is a comparison of the falls that took place in the last three years.

**\*\* Please note: the stats are not based on 128 residents as the number of residents increases due to admissions throughout the entire year. \*\***

### **2017 Falls:**

- There were 87 residents who fell at least once in 2017 (58%).
- There was one fracture in 2017.
- A total of 35 residents were discharged or deceased in 2017, so the total number of residents assessed for falls in 2017 was 150.

### **2018 Falls:**

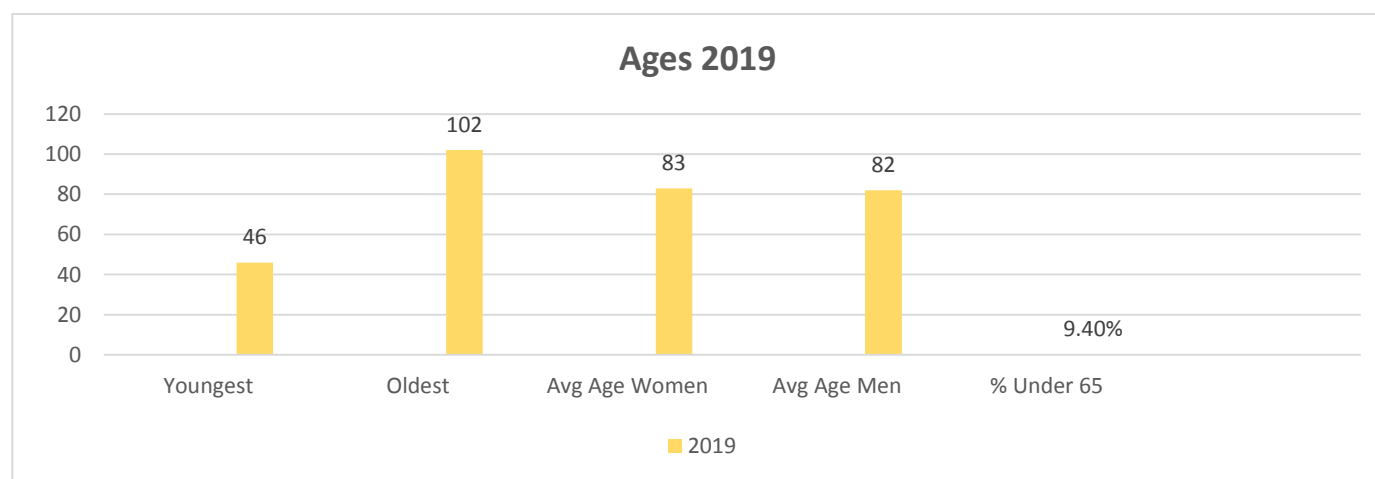
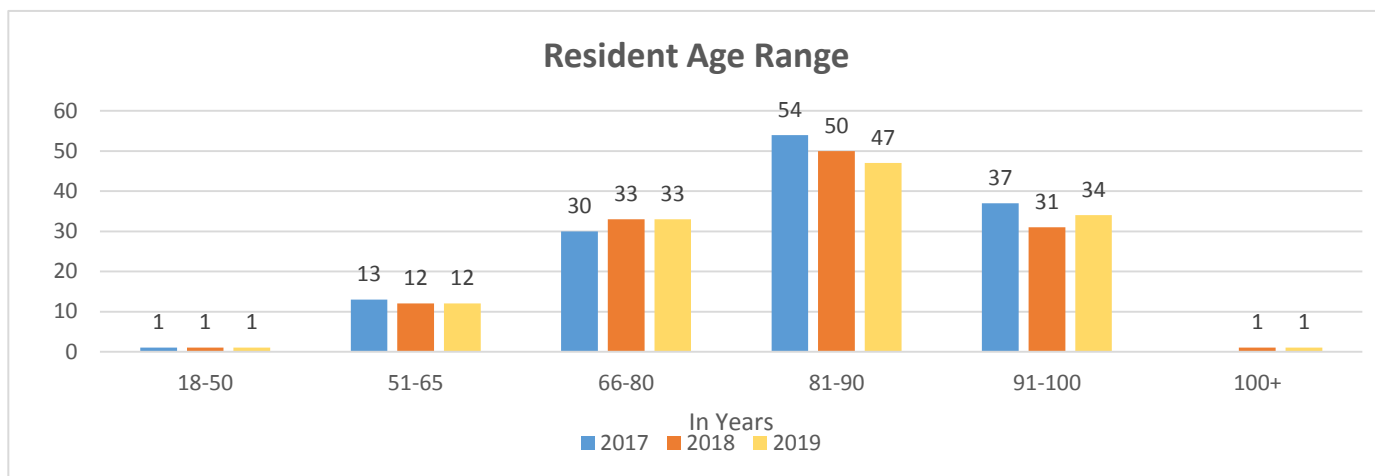
- There were 95 residents who fell at least once in 2018 (56%).
- There were seven fractures in 2018: 3 hip, 1 leg, 1 arm, 1 shoulder and 1 resident with cracked ribs.
- A total of 42 residents were discharged or deceased in 2018, so the total number of residents assessed for falls in 2018 was 170.

### **2019 Falls:**

- There were 58 residents who fell at least once in 2019 (35%).
- There were 3 hip fractures, 1 ankle fracture and 1 wrist fracture.
- A total of 36 residents were discharged or deceased in 2019, so the total number of residents assessed for falls in 2019 was 164.

## Resident Age Range

In 2019, the youngest resident at Grandview Lodge was 46 years old and the oldest resident was 102 years of age. The average age of women was 83 and the average age of men was 82, with 9.4% of residents (male and female) under 65. Below is a breakdown of the number of residents in each age category for the years 2017, 2018 and 2019:



The resident who has resided the longest at Grandview Lodge has been here since 1996 and is presently 82 years of age.

***I have lived at Grandview Lodge for a very long time and have seen many changes. The staff are like family to me.***

***I am honoured to be the longest resident at Grandview.***

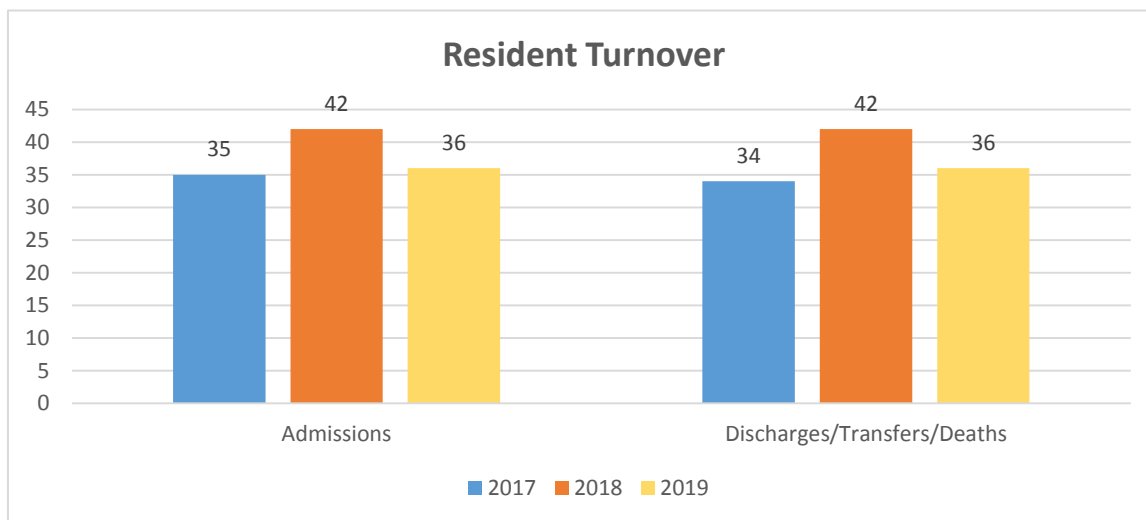
***Do I win something?***

**Ray**



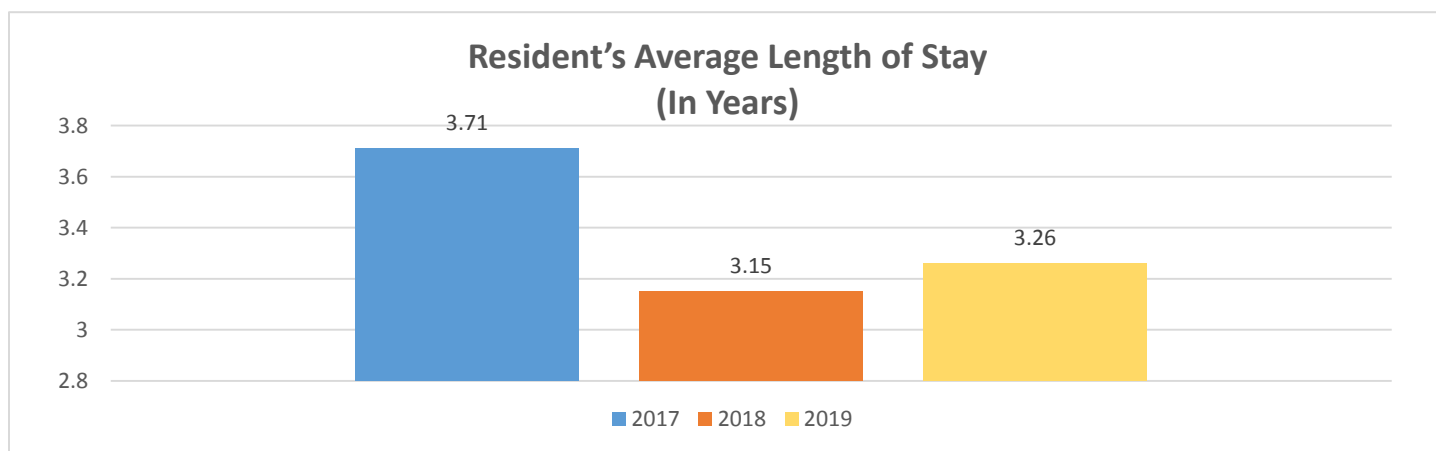
## Resident Turnover

The following graph illustrates the number of residents who were admitted and discharged or died over the past three years:



Resident turnover impacts staff workload because with every admission there is an increase in workload for a number of the departments which includes: completing admission agreements, financially discharging residents, assessing the needs of residents by direct support staff including nursing, dietary and recreational staff, providing tours of the Home, and providing end-of-life care to residents that require additional human resources. For every person that leaves the Home, there is also an increase in staff workload that includes, discharge paper work, cleaning and completing repairs/painting of the bedrooms.

When reviewing the turnover for Resident population, the chart below shows the average stay of a resident for the past three years:



## Infection Control

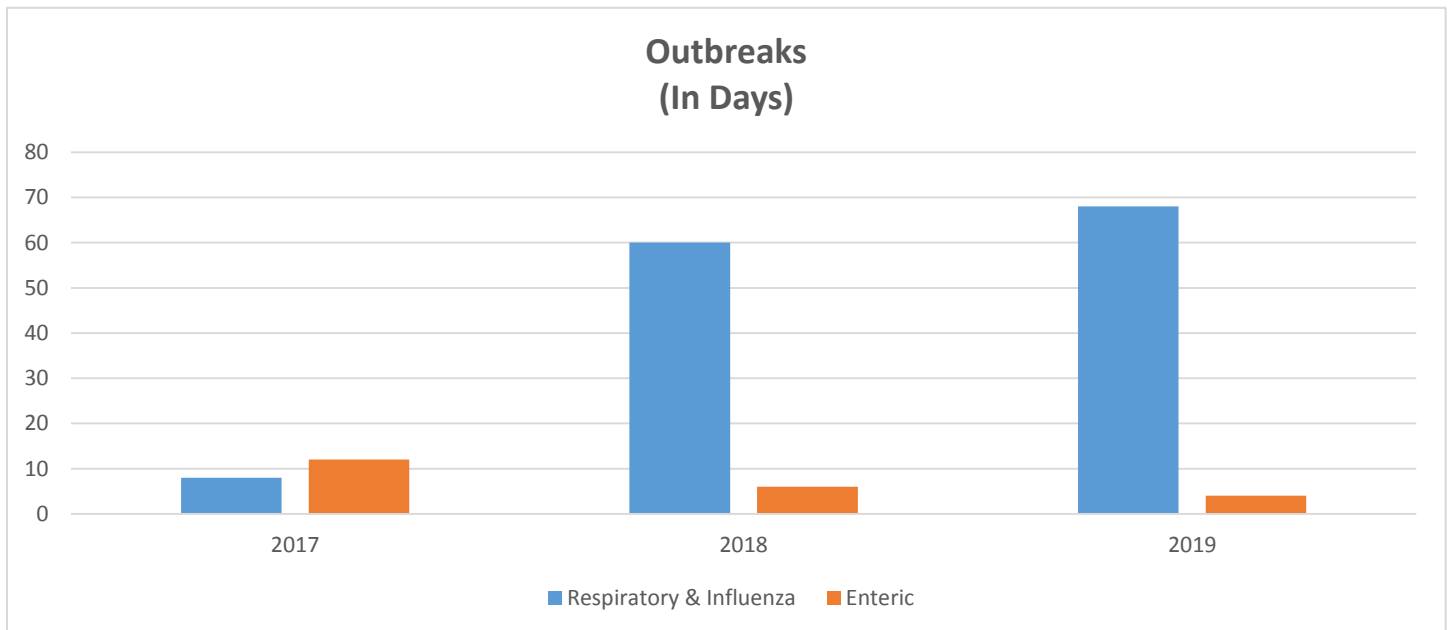
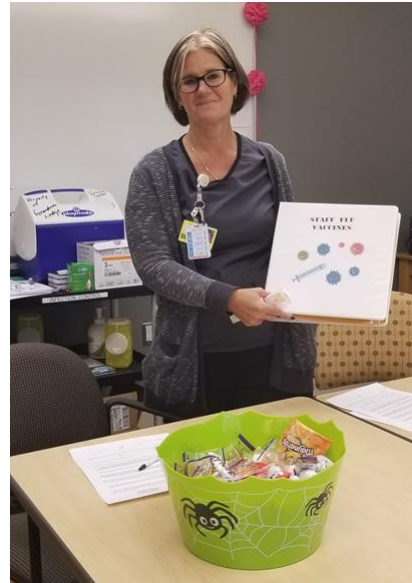
The following graph shows a three year review of the number of days that Grandview Lodge found themselves in respiratory, influenza and enteric outbreaks.

### Respiratory and Influenza:

- 2017: Total of 1 outbreak, for a total of 8 days
- 2018: Total of 5 outbreaks, for a total of 60 days
- 2019: Total of 5 different outbreaks, for a total of 68 days

### Enteric:

- 2017: 1 outbreak for a total of 12 days
- 2018: 1 outbreak for a total of 6 days
- 2019: 1 outbreak for a total of 4 days



## Staffing Focus & Updates

The operation of the Home requires staff working in many different departments with various degrees of education and professionalism.

The following is a breakdown of staff numbers as of December 31<sup>st</sup> 2019 for each departmental area:

	2017		2018		2019	
DEPARTMENT	# of Full-Time Staff	# of Part-Time & Casual Staff	# of Full-Time Staff	# of Part-Time & Casual Staff	# of Full-Time Staff	# of Part-Time & Casual Staff
PSW	29	44	28	43	28	41
RPN	9	9	9	10	9	12
RN	3	4	3	3	3	6
Dietary Aides/Cooks	6	11	13	6	6	14
Housekeeping/Laundry Aides	6	9	6	10	6	10
Maintenance	2	2	2	1	2	1
Recreationists	4	4	4	3	4	3
Administrative	9	3	8	3	9	3
<b>TOTAL STAFF</b>	<b>68</b>	<b>86</b>	<b>73</b>	<b>79</b>	<b>67</b>	<b>90</b>

In 2019 the following took place:

- New Hires - 28 employees (7 PSWs, 5 RPNs, 4 RNs, 6 Dietary Aides/Cooks, 1 Maintenance, 2 Recreationists and 3 Administrative)
- Resigned/Terminated - 13 employees (5 PSWs, 4 RPNs, 1 Housekeeping/Laundry Aide, 2 Dietary Aides/Cooks and 1 Maintenance)
- Retired - 6 employees (1 PSW, 1 RN, 1 Dietary Aide/Cook, 1 Recreationist and 2 Supervisors)

**Some of the reasons identified for leaving Grandview were as follows:**

- Performance issues (8%)
- Not a good fit (23%)
- Weren't getting enough hours (8%)
- Relocated (8%)
- Maxed two year sick leave (8%)
- Unknown (47%)

## Attendance Support Program

The attendance support program was introduced to the staff at Grandview Lodge in the fall of 2013. This program provides supervisors and other staff with guidelines for clarifying expectations and reviewing attendance, as well as addressing issues and problems which may be affecting an employee's ability to attend work on a regular basis. The program ensures that absenteeism is managed through consistent and positive non-disciplinary intervention strategies by all departments at Grandview Lodge.

The average sick time usage for the 67 full-time staff (union and non-union) during 2019 was 9 days per employee, in comparison to 9 days in 2018 and 12 days in 2017. Full-time employees receive sick time entitlement of 1 day per month.

The average sick time usage for the 90 part-time staff (union and non-union) during 2019 was 4 days per employee. In 2018, the average sick time usage for part-time staff was 3 days and in 2017 it was 8.5 days per employee. Part-time staff do not accumulate a sick bank entitlement.

Administration continues to work with Human Resources to look at strategies to ensure staff come to work on a regular basis. The following are some repeated issues that we face with the attendance support program and they will be reviewed in 2020:

- The amount of time staff take off before they reach the threshold of the attendance management/support program (96 hours annually) and the need to compare this threshold to the Long-Term Care industry.
- The amount of hours a part-time staff member takes off when they are working on short shifts, same threshold which is 96 hours.
- A review of the medical challenges that face staff and developing various accommodation plans.

One of the biggest challenges facing Grandview Lodge is the ability to fill vacant shifts when staff are unable to work a shift. These shifts vary in length of hours required and include days scheduled on weekends, evenings and night shifts.

Recruitment continues to be a challenge; however, these challenges are not isolated to Grandview Lodge as the Province is experiencing a Health Human Resource Crisis and we remain committed to looking for ways to make ourselves attractive to potential team members.

## Staff Training

Staff training is not only mandated by the MOHLTC as well as Accreditation Canada and the Ministry of Labour, but is also a priority for Grandview Lodge. Educating staff improves morale and provides staff with further knowledge to complete their job with confidence. We recognize staff as our greatest resource and are aware improvements can only be made with continuous education. Every year we hold a one day, off the floor, annual training session for all staff; this consists of MOHLTC requirements as well a featured topic and presenter. For our 2019 annual training, Jack Grosvenor from *jack grosvenor + associates*, created a presentation specifically for Grandview Lodge in relation to team building, culture change and civility in the workplace. Staff thoroughly enjoyed his presentation and the feedback was extremely positive. Below are staff's responses of what their ideal workplace would entail and how we can create and maintain this culture. Our CQI committee reviewed this information and is seeking to develop strategies to maintain a positive and respectful work environment.



Later in 2019, we started educating all staff on Teepa Snow's *'Positive Approach to Care'* taught by the Alzheimer Society Haldimand Norfolk Psychogeriatric Consultant. This training provides staff with practical approaches in dementia care. This additional tool provides our staff with more resources so we can continue to provide the best possible care for the residents of Grandview Lodge.



**Staff participating in a simulation exercise to appreciate the challenges our residents face with activities of daily living**

For 2020, our focus will be implementing the Mental Health Commission of *Canada's 'The Working Mind'* (TWM). TWM is an evidence-based program designed to promote health and reduce the stigma around mental illness in the workplace. We realize the importance of taking care of our staff's own mental health and this course will allow staff to properly identify poor mental health in themselves and others. It will give our staff the proper coping skills to help manage their own stress and mental health and ultimately create a more supportive work environment. We are looking forward to rolling this out in 2020.



## Health & Safety

The Health & Safety committee of Grandview Lodge, with the support of Haldimand County's Health and Safety Coordinator, continued to work diligently in 2019 to ensure a safe and secure work environment.

The committee is responsible to review incidents/accidents, review and revise Health & Safety policies and procedures, ensure Ministry of Labour legislated requirements are met, complete work place hazardous analysis and responsible for the review and tracking of educational requirements for staff. Staff are responsible to formally report incidents to their supervisors and to the Health & Safety committee.

Management is responsible to review the circumstances of the incident and wherever possible, take corrective action to ensure repeated incidents do not occur.

The committee meets monthly to complete tasks assigned to them.

Notable H&S Initiatives for 2019 were as follows:

1. Development of a formal working group to assist with resident-related incidents with a focus on increased awareness of potential risks and implementation of safety measures - The Responsive Behaviour Committee. This sub-committee is comprised of the Home's ADON, Quality Assurance Nurse, RAI Coordinator and Health and Safety Coordinator. Information, interventions and education is filtered down to the frontline staff through this committee, where they work in tandem to develop strategies to identify and remove triggers for responsive behaviours, thus reducing the risk of injury through unintentional resident action.
2. Installation of automatic door openers on all home area public washrooms to stay in compliance with AODA legislation.

In 2019 there was 34 incidents. There were 5 lost claims in which staff had injured themselves while at work and were unable to return to work immediately. Modified work is offered to all staff that are injured and who cannot return to their full duties. Our Return to Work Program has significantly reduced lost time at work due to injury by enabling injured employees to return back to work with medical restrictions as early and safely as possible. Data has proven that a quick return to work for an injured employee on a modified work program allows for a quicker recovery to regular job duties.

**Lost Time Claims:**

2017	2018	2019
2 claims	5 claims	5 claims

**Modified Work Hours:**

2017	2018	2019
1161	716	1147.75

**Labour Relations**

Grandview Lodge Management and Union Representatives for UFCW and ONA continue to have a strong working relationship and met throughout the year to discuss issues and concerns. There were eight grievances, all for UFCW, in 2019. Most were related to hours of work and pay practices and were resolved without the need for arbitration. The union and the Home continue to address and clarify issues through joint labour/management meetings. We have identified issues that require further discussion and those have been deferred for address at the upcoming Collective Agreement renewal.

Both the UFCW and ONA Collective Agreements are due for renewal in 2020.

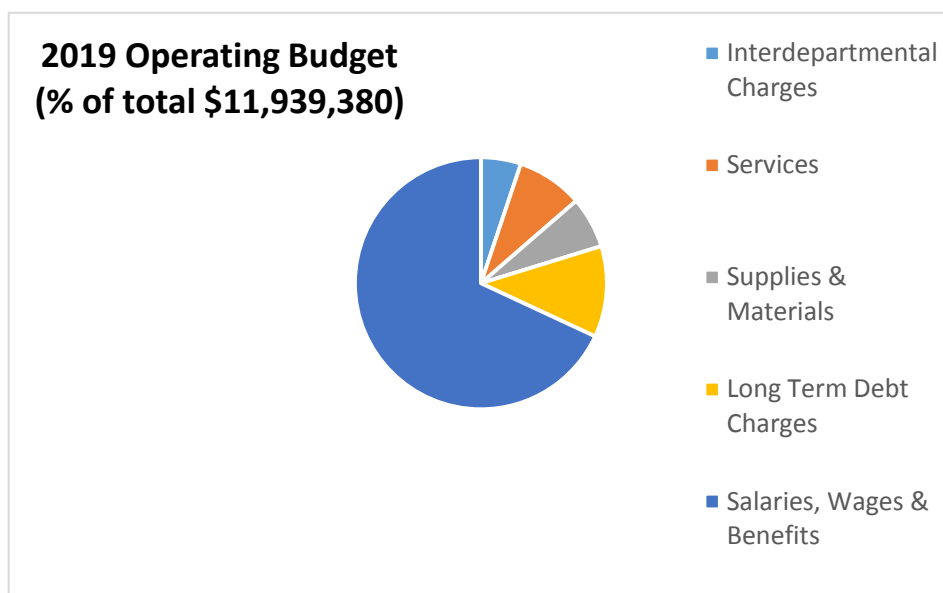
**Budget**

The operating budget for Grandview Lodge in 2019 was \$11,939,380 and the long-term debt charges were \$1,396,390. The MOHLTC provides funding to the LHIN, who in turn, provides the Home funding under four envelopes: Raw Food, Programs and Support Services, Nursing and Personal Care and Accommodation.

The Nursing and Personal Care funding envelope supports care needs of the Residents. This funding is determined solely on the Resident Case Mix Index (CMI) which is determined by assessments submitted every three months, which are then averaged for the year.

The other three funding envelopes are solely based on the number of resident days of care provided by the Home.

Of the 128 beds at Grandview, 16 beds are private and the remaining beds are standard. The 16 private beds generate approximately \$150,140 annually in revenue, if fully occupied. These beds were considered to be occupied during 2019 (although there were a few lost days due to resident turnover), thus the Home received the maximum revenue possible from the Accommodation envelope.



The following chart outlines the funding received per resident, per day, for each envelope:

2019 Envelope	Jan – Mar per Resident per day	Apr – Jun per Resident per day	Jul – Sept per Resident per day	Oct – Dec per Resident per day
Nursing & Personal Care	\$91.87	\$91.87	\$91.23	\$91.23
Raw Food	\$9.54	\$9.54	\$9.54	\$9.54
Accommodation	\$56.16	\$56.16	\$56.16	\$56.16
Program & Support Services	\$9.79	\$12.06	\$12.06	\$12.06
Global LOC (effective Apr 1)	N/A	\$1.77	\$1.77	\$1.77
Quality Attainment Premium	\$0.36	\$0.36	\$0.36	\$0.36

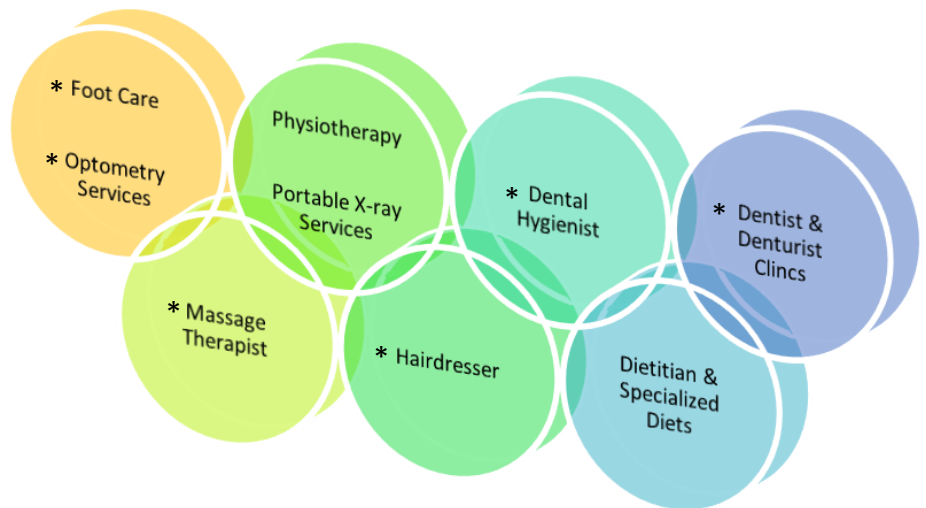
The reason for the decrease in the Nursing & Personal Care Envelope in August was the decrease in CMI. The reason for the large increase in the Program & Support Envelope in April was the result of taking the Physiotherapy funding of \$823/bed/year away and replacing it with a per diem of \$2.27 and embedding it in the PSS per diem.

## Services Provided

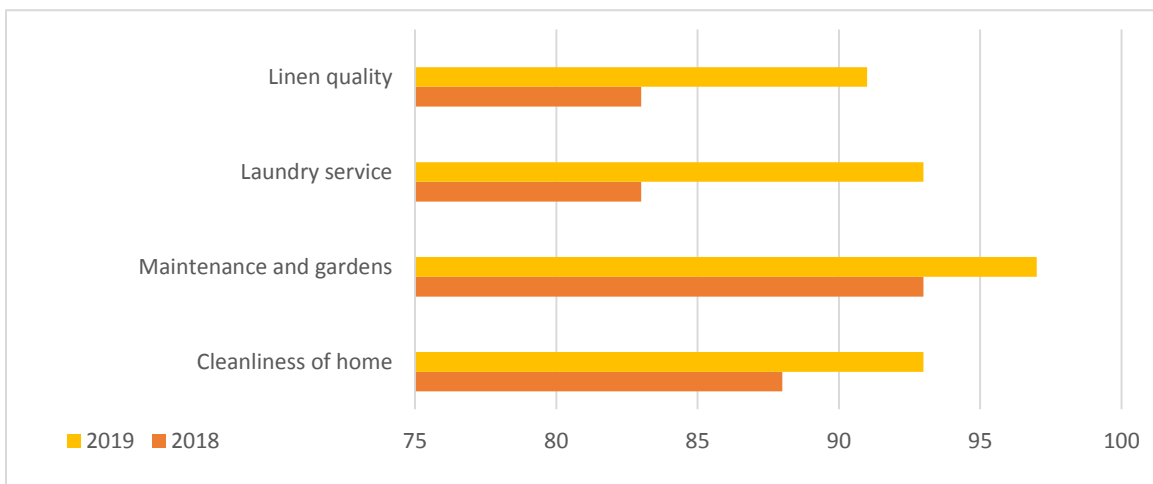
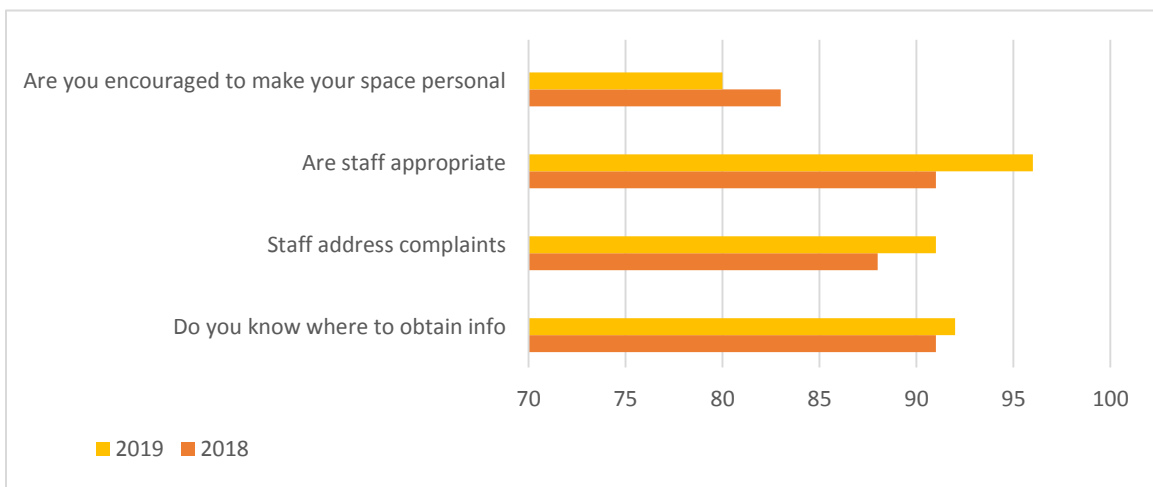
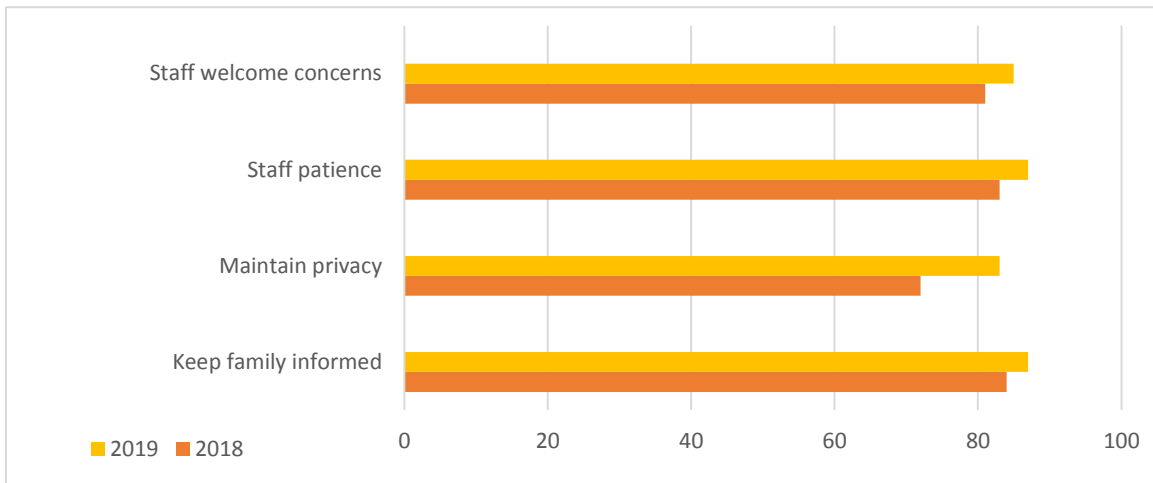
There are a number of services in addition to nursing care offered to residents and their families at Grandview Lodge. These services are an essential component of daily living for residents and greatly improve their quality of life. These programs are important to persons seeking a place in Long-Term Care and have helped to market the Home and attract new residents.

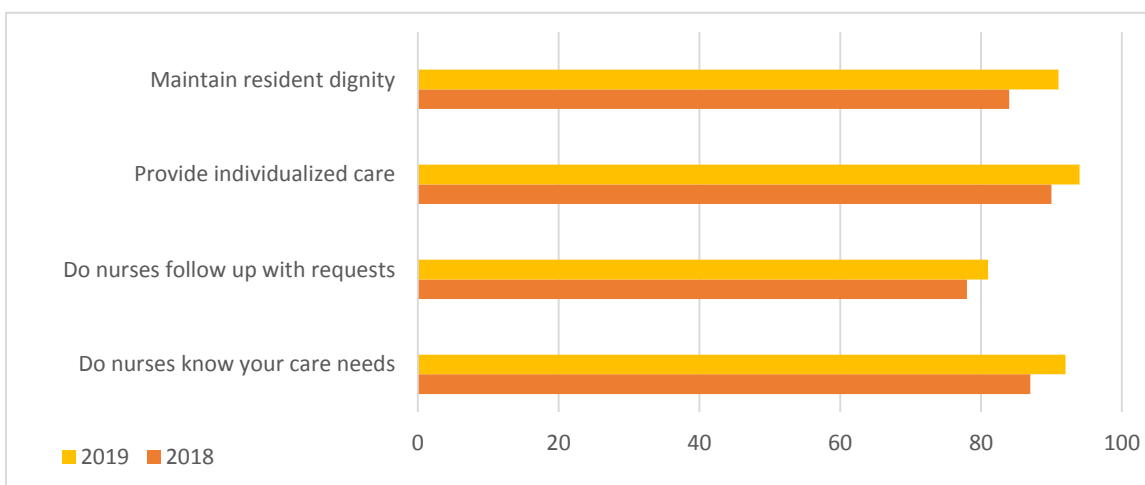
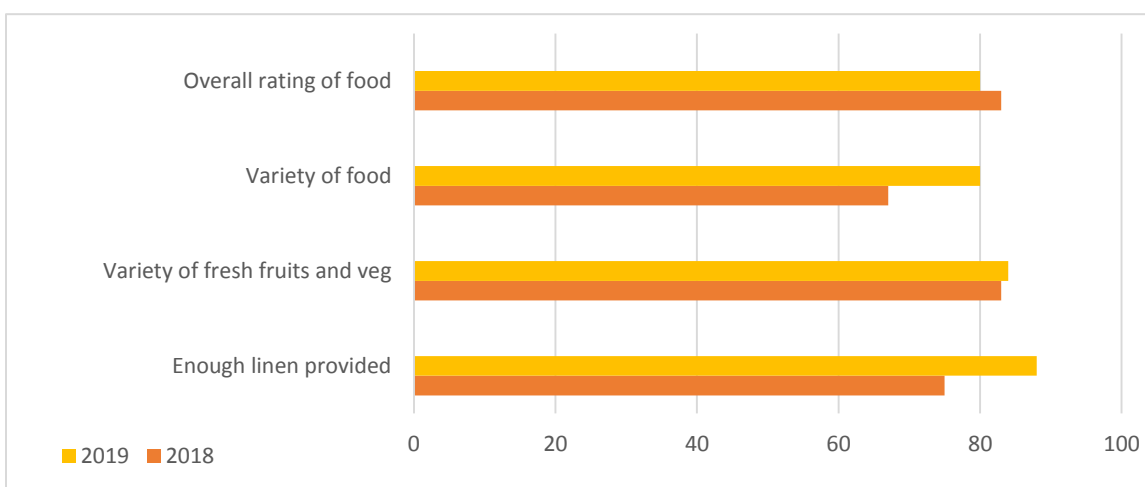
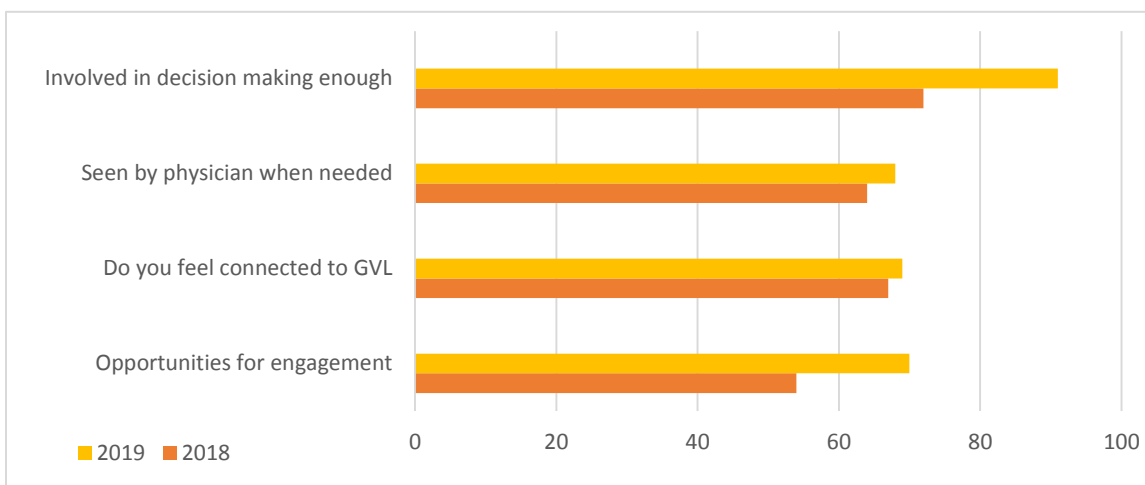
The following diagrams display the various services offered onsite to our residents.

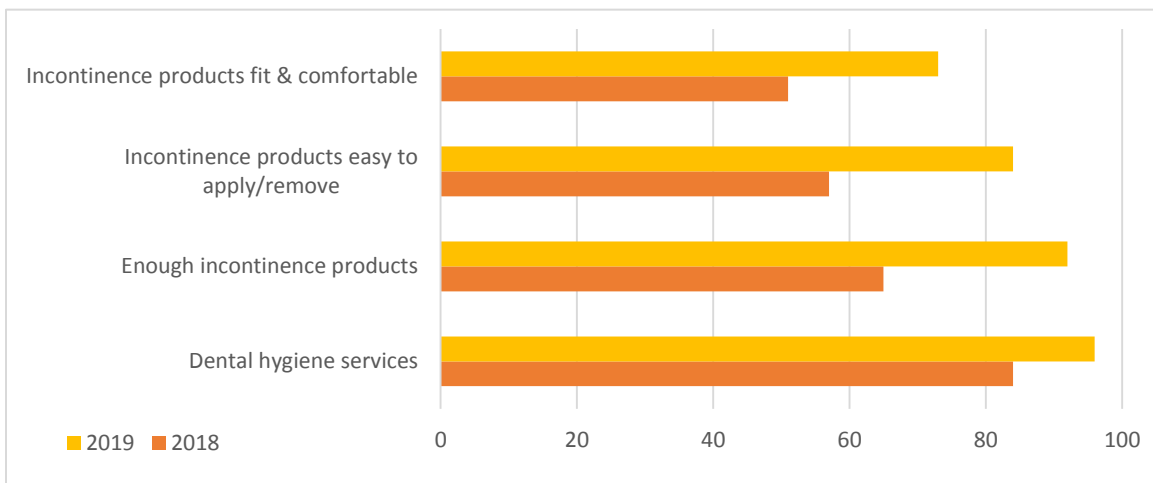
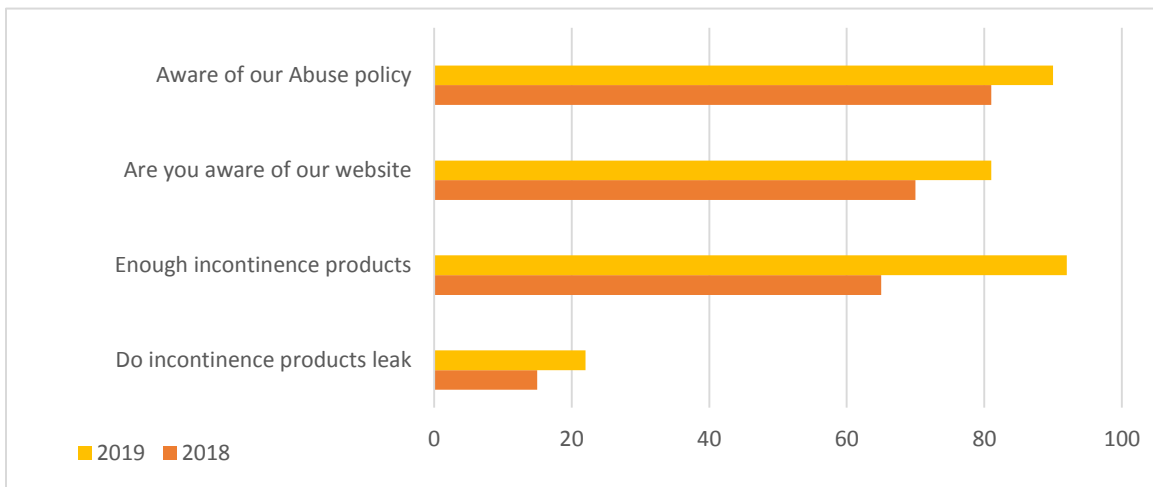
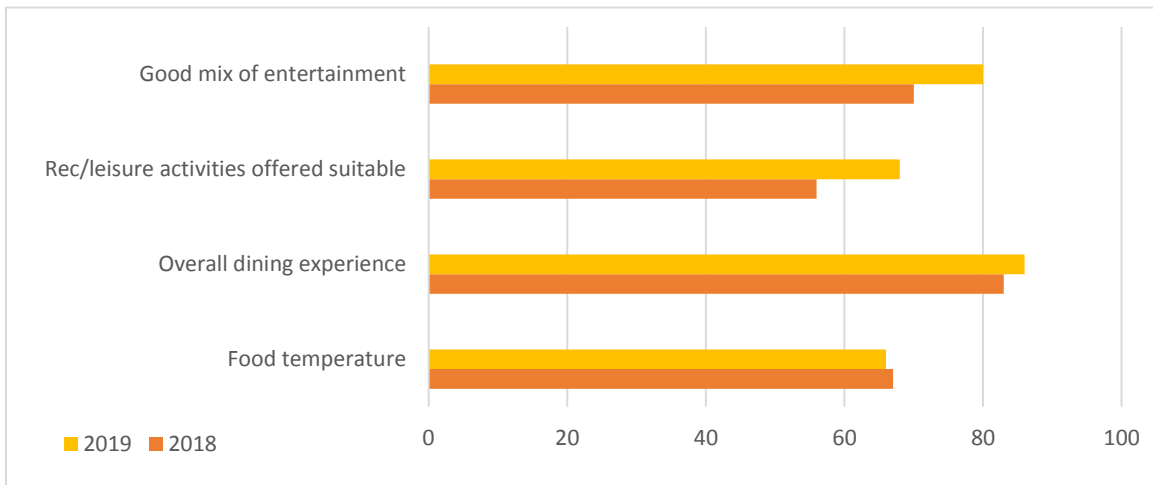
Services with an (\*) are fee for service and paid directly by the resident.

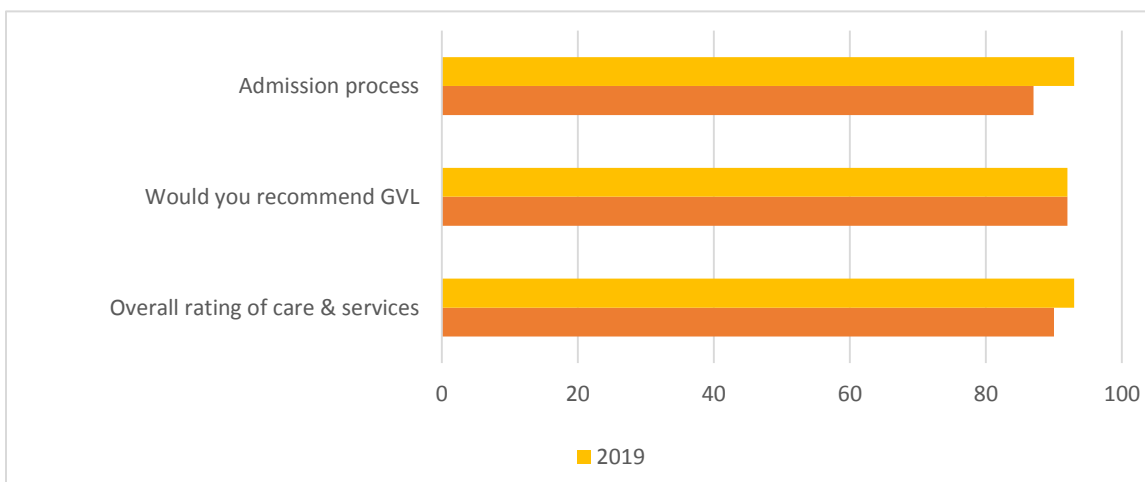
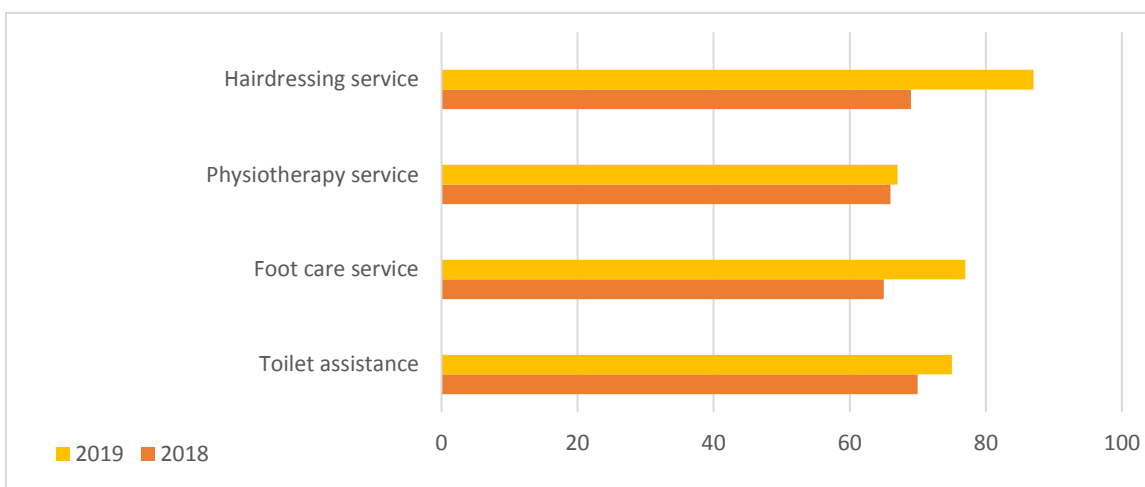
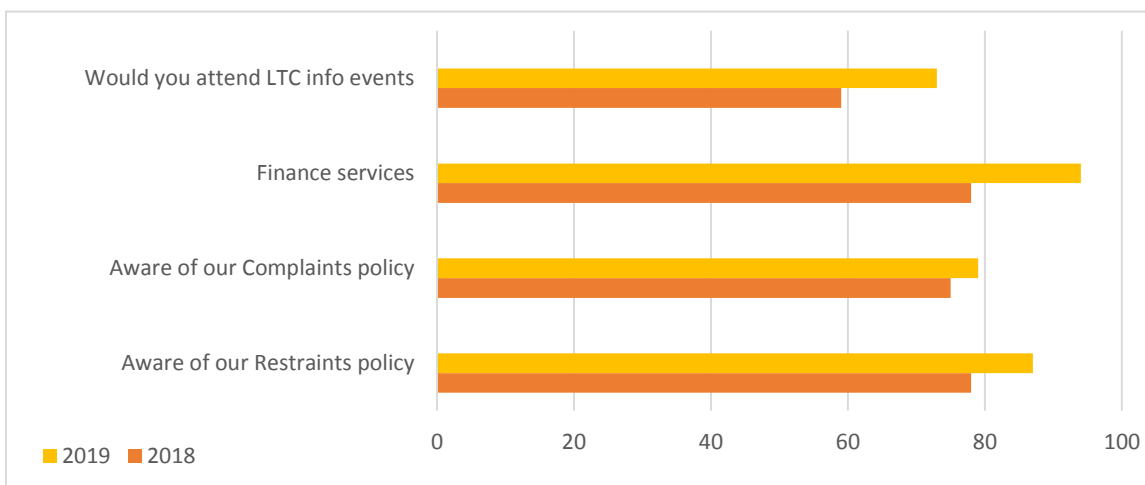


## **Resident/Family Satisfaction Survey Results - 2018 Compared to 2019**











## Ministry of Health & Long-Term Care Reviews

The MOHLTC requires each Long-Term Care Home to abide by provincial legislation, regulations, standards and policies (there are over 500 standards) to ensure residents receive the best possible care. The Ministry will inspect every LTC Home to verify that they are in compliance with the Ministry's requirements. The Ministry will also inspect a Home based on complaints as well as any Critical Incidents that may require further investigation. The Ministry may impose orders on a LTC Home for a variety of circumstances, including but not limited to (i) recurring or ongoing non-compliance; and (ii) presence of severe problems that put residents at risk.

In 2019, Grandview Lodge reported 12 Critical Incidents that fall under the categories for mandatory reporting to the MOHLTC.

In 2019 Inspectors from the compliance branch of the MOHLTC visited Grandview Lodge on two separate occasions:

1. January 30 2019 - a complaint was filed with the MOHLTC by the HNHB LHIN for failure to authorize admission of a person to our home. A finding of non-compliance was issued in the form of a written notification.
2. November 4 2019 - follow up to a complaint that was filed to the MOHLTC related to nutrition and hydration. There were no findings of non-compliance.

## Ministry of Labour

The Ministry of Labour made one visit to Grandview Lodge in 2019. This was related to a complaint from an outside source and there were no findings associated with the report.

Additionally, the home had an opportunity to work with the Ministry of Labour for clarification and process improvements with regard to reporting requirements during disease outbreak in the Home.

## Volunteers and Students

Grandview Lodge volunteers assist with various programs for residents as well as provide one-to-one support to residents. Some of the regular programs that volunteers are involved with include the operation of our Tuck Shop, therapeutic music, pet therapy and numerous one-to-one visits.



**2019 Volunteer Appreciation Luncheon:** In 2019 there were 2200 registered hours of volunteer service.

We have reached out to our local elementary schools and Dunnville Secondary School to start collaborating with the teachers to support additional intergenerational programming and volunteer opportunities. We also attended the DSS volunteer recruitment day in 2019 to educate the students on our current student volunteer opportunities and potential job possibilities. Creating this partnership and having students engaged with residents has been a win/win. Residents love socializing and engaging with the younger people and they appreciate when they take the time to come in and assist our Home.

**Students from St Michael's School attend the GVL Group of Seven Art Show at Flyer's Café in Dunnville (right) and work on a craft with a resident at GVL (below).**



## Community Partnerships

To ensure that Grandview Lodge and its residents continue to be recognized as part of our local community, a concerted effort by Administration and Program staff has been made to encourage and support various community groups, organizations and individual volunteers to become involved in the Home's activities. Many provide ongoing volunteer support and/or one-time events. These partnerships/linkages are especially important for residents of the Home to help them maintain contact with their community and not become lost or forgotten members of the County.

The following is a list of some of our community partnerships.

- Joint Pastoral Care Team comprised of a number of ministerial groups
- Local schools, volunteering time
- Student placements with Niagara College and Mohawk College for Registered Practical Nurses and Recreationists
- Rotary Club
- The Lions & Lioness Club
- The Alzheimer's Society (Walk For Memories)
- Parkinson's Canada
- Brain Injury Services
- Haldimand Abilities Centre (Sit to Be Fit and Brain Fit Programs)
- Behavior Support Ontario (BSO)
- Monthly Senior Socials (organized by Diane Scott), using the auditorium and including GVL Residents (shuffleboard, games, cards, Warm Up Haldimand, making "sleep mats" and social time)
- Region 4 Family Council annual meetings
- Haldimand Pride

## Affiliations

**AdvantAge Ontario** - As the association of not-for-profit long term care, housing, and services for seniors, they connect all of their stakeholders to deliver the best possible care for seniors in an efficient, respectful way. Their unique positioning allows them to consistently give back by working to ensure the focus is always on the people who need them most.

For 100 years, they have been influential in advocating government policies for senior care, dynamic in building strong community relationships and rigorous in our business practices and accountability. They share our belief that not-for-profit care is the best approach, one that is developed by local people for local people.

With a focus on advocacy and education, AdvantAge Ontario works on behalf of their members to help all stakeholders understand what the not-for-profit approach means and what it can do for the future of senior care.

**Region 4 Family Council Group** - Grandview Lodge Family Council actively participates in this group, which is representative of over 88 Long-Term Care Homes (equal to 10,000 Long-Term Care Residents). These meetings are held three times a year at various Homes. Again, we had the honor of acting as the host Home in October and we facilitated tours of our Home, focusing on our Creekview DementiAbility unit. These meetings are very

beneficial for not only networking, but providing an educational element regarding relevant issues in Long-Term Care.

## Additional 2019 Highlights and Accomplishments

- Participated in a University of Toronto Research Study on the benefits of Natural Environments in long-term care.
- Improved signage for Listen Up Canada to assist in wayfinding and increase community awareness.
- GVL was the host site for 8 Mental Health Information Group Sessions offered by CAMHS's Specialized Geriatric Services, which had a focus on the management of Depression and Anxiety-For the Caregivers of Seniors.
- Hosted a Conversation with Marg Southern – a nonpartisan discussion with one of Canada's most celebrated women on the importance of seniors' participation in the federal election.
- Guest speaker at the Advantage Ontario Annual Convention- All of Me: Implementing Person-Centred, Relational Care.
- Second Wind Dream program facilitated by Niagara College Recreation student.



**Second Wind Dream- Granting Wishes One Senior at a Time**

*Deb's wish was to see her favourite band in concert with her children*

## Summary

Grandview Lodge continues to be a leader within the Long-Term Care sector. A transparent approach to reporting has resulted in Grandview routinely meeting the expectations of the Ministry of Health and Long-Term Care with a focus on corrective action when non-compliances have been identified.

The GVL team continually looks at Quality Improvement Plans related to the care and services provided in the Home and also in relation to operational effectiveness, staff work life and community engagement.

Long Term Care is constantly evolving and requires a fluid approach to governance. The resident population needs change with each new admission and with every change in resident condition. This is why a resident-centered approach is necessary to maintain the high quality of service our residents receive and why statistical information should be considered as a baseline in building guiding principles.

Conversely, our greatest challenges are directly related to our greatest assets, the staff of Grandview Lodge. The dedicated approach, innovation and willingness to learn new methods and ways of work, care and compassion, are the driving force behind our success, accolades and achievements that Grandview has attained. It is not surprising then, the negative impacts that absenteeism and staff shortages has on the operations of the Home. Our leadership team remains committed to working toward improvements in this area in collaboration with Human Resources and the Unions.

Quality of life is a top priority for Grandview Lodge residents, staff and visitors. We will continue to deliver our services through comfort, compassion and care.

### Here is what people are saying about Grandview Lodge

#### Grandview Lodge

657 Lock St W, Dunnville, ON

4.6 ★★★★★ 66 reviews ⓘ

★★★★★ a year ago

The staff is amazing. I don't know how they do what they do, but they've looked after a family member so well all these years now. Saints. The grounds are beautifully maintained too, with outdoor gardens, gazebos and they host an annual family BBQ.

★★★★★ a year ago

Lovely government-subsidized long-term care home for the aging, with friendly staff, PSWs and Nurses on site, many engaged volunteers, programs, activities; secure wing for memory-impaired

★★★★★ a year ago

I visit 2-3 x per week with a resident. This is a beautiful senior residence. Caters to the residents with entertainment areas, TV, family visit areas, gardens are beautiful. Tuck shop & services available. Staff is friendly and courteous.

I just wanted to let you know that I caught your team's presentation on Grandview Lodge's approach to people-centred care at AdvantAge Ontario this week, and WOW! what a fantastic thing you have going on over there! Please pass along my sincere congrats and compliments to you and your team for being such a strong example of true people-centred care, and for providing a wonderful quality of life to your residents and families.

**Jacqueline Hawboldt / Client Engagement Coordinator**

**ACCREDITATION CANADA**