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# HALDIMAND COUNTY

Report GVL-05-2021 Grandview Lodge 2020 Annual Report  
For Consideration by Council in Committee on November 16, 2021

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## OBJECTIVE:

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

## RECOMMENDATIONS:

1. THAT Report GVL-05-2021 Grandview Lodge 2020 Annual Report be received.

**Prepared by:** Jennifer Jacob, Administrator, Grandview Lodge

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

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

## EXECUTIVE SUMMARY:

Report GVL-05-2021 Grandview Lodge 2020 Annual Report has been prepared to update Council on Grandview Lodge's profile, goals, challenges, achievements and trends during 2020. 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 2020 Annual Report (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 2020 activity, data and operations. During 2020 a global pandemic was declared and the long-term care sector was heavily impacted; therefore, the information contained within the report is difficult to compare with previous reporting formats as the 2020 operations were heavily influenced by 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 2020. 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
  - During 2020 the operational goals of the home took a drastic shift with the main focus falling under the Infection Control category.
- Review of Grandview Lodge operations
  - Average Residential Tax Bill – Allocation Based on 2020 Draft Tax-Supported Operating Budget 2020 Assessment = 1.9% or \$62.15/household
- Resident data
  - Resident turnover 28% or 36 residents
  - Average Length of stay 3.26 years
  - Average age 82.5
- Review of GVL Pandemic Response
- Resident Satisfaction Survey Results
  - Resident Satisfaction Survey results showed a decline in 73% of the categories over 2019 results however the resident and family overall rating for care and services satisfaction rate increased from 93% to 94%.
  - The results of the 2020 satisfaction survey reflect the residents lived experience during the pandemic.

## **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 2020 Annual Report