
HALDIMAND COUNTY

Report GVL-01-2022 Grandview Lodge Annual Report 2021

For Consideration by Council in Committee on May 10, 2022



OBJECTIVE:

To provide Council with an Annual Report for Grandview Lodge.

RECOMMENDATIONS:

1. THAT Report GVL-01-2022 Grandview Lodge Annual Report 2021 be received.

Prepared by: Jennifer Jacob, Grandview Lodge Administrator

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

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

EXECUTIVE SUMMARY:

Report GVL-01-2022 Grandview Lodge Annual Report 2021 includes an attachment which is the complete annual report for the home. It has been prepared to update Council on Grandview Lodge's profile, goals, challenges, achievements and trends during 2021. 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 2021 (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.

It is important to note that the Annual Report is strictly based on 2021 activity, data and operations. During 2021 the global pandemic response continued 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 2021 operations were heavily influenced by ongoing pandemic related matters. Relative comparisons could be made to the Grandview Lodge 2020 annual report.

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 2021. 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. This focus continued throughout 2021
- Review of Grandview Lodge operations
 - Average Residential Tax Bill – Allocation Based on 2021 Draft Tax-Supported Operating Budget 2021 Assessment = 2.1% or \$70.25/household
- Resident data
 - Resident turnover 29% or 38 residents
 - Average Length of stay 4.2 years
 - Average age 82.5
- Review of GVL Pandemic Response
- Resident Satisfaction Survey Results
 - 2021 Resident Satisfaction Survey results showed an improvement over the previous year's results in all categories. In 2020 we noted a decline in 73% of the sub-categories 2021 statistics show a decline in only 19% of the sub-categories over the previous year. The resident and family overall rating for care and services satisfaction rate increased from 94% (2019), 95% (2020) to 98% in 2021 with 98% indicating they would recommend Grandview Lodge to a friend or family member.
 - The results of the 2021 satisfaction survey reflect an improvement in the residents lived experience that aligns with the home's transition back to a resident focused response to the pandemic and the re-engagement of the social model of care whenever it was deemed safe to do so.

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 2021