CORPORATE PURPOSE
Grandview Lodge is a not-for-profit accredited long-term care facility, which is operated by Haldimand County. The Home serves 128 Residents who are 18 years and older and are in need of daily medical, nursing and personal care services and cannot live at home.

KEY FUNCTIONS
The primary focus of service at Grandview Lodge is the provision of medical, nursing and personal care for the Residents that reside at the Home. These services are supported by other programs and services to ensure that the Resident’s nutritional, social and recreational needs are met and they live in a well maintained, clean, stimulating and safe environment. These services are provided by Registered Nurses, Registered Practical Nurses, Personal Support Workers, Recreationists, Dietary, Housekeeping, Laundry & Maintenance staff. Additionally, contracted services are used including, Dietician, Physiotherapist and Assistants, Physicians, Pharmacist, Massage Therapist, Hairdresser, Foot Care Specialist, Dentist and Dental Hygienist.

2016 HIGHLIGHTS
- Formal agreement with Niagara College to offer a 8-month Personal Support Worker course at Grandview Lodge.
- Implemented the second phase of the four year Strategic Plan.
- Annual audit from the Ministry of Health produced no written orders.
- The Recreation department assisted Residents with accessing Wi-Fi programs for Kindle readers, iPod therapy and Skype.
- Emphasis on the way care is provided to those with dementia, e.g. decorated the Resident’s doors in various colours to assist residents in wayfinding.
- Annual Satisfaction Survey completed by Residents and Staff identified an overall ‘high satisfaction with the standard of care’.
- UFW union 4-year contract renewed.
- An underutilized lounge was converted to create a Men’s Shed room in the Hill View area for male oriented activities.
- Recognized by our peers in LTC and offered many tours of the DementiAbility unit

2017 OBJECTIVES
- Prepare for the Accreditation surveyors to return in 2018 to complete their 3.5 day audit to maintain the 4-year Accreditation Standard.
- Develop, with staff, different working schedules, especially for the nursing staff with the goal to improve work attendance.
- Niagara College will offer the PSW course again beginning January 2018. Administration is working with the Strategic Coordinator to promote this course with the goal of securing more PSW’s at Grandview – ideally 20 students.
- Welcome Dr. Charles Hu, who will be the new second physician to start August 1st – there is much work behind the scenes to ensure he has a good orientation to work at the Home.
- Working with a committee to review the need to expand the Montessori program to the other 3 units at Grandview. There is a need to expand this program as more residents arrive with a diagnosis of dementia/Alzheimers.

2016 Revised Operating Budget Summary

| STAFFING FTE | 110.12 |
| -------------------- | 2014 |
| Expenditures        | $11,432,900 |
| Revenue             | $8,723,040 |
| Net Levy Impact     | $2,709,860 |

2016 Revised Operating Expenditure Budget

- Long-term Debt Charges $1,545,220 14%
- Interdepartmental Charges $480,350 4%
- Services $1,026,070 9%
- Supplies & Materials $708,600 67%

Resident Care Levels

- Medications per Resident/Day
  - 2014 GVL: 9.5
  - 2015 GVL: 9.0
  - 2016 GVL: 9.5

- Resident Turnover 2014-16
  - Admissions: 2014: 24.0%, 2015: 26.5%, 2016: 26.0%
  - Deaths: 2014: 81.3%, 2015: 75.0%, 2016: 77.0%

- 2 Person Mechanical Lift
  - 2014: 27.3%
  - 2015: 47.7%
  - 2016: 53.0%

- 2 Person Pivot Transfer
  - 2014: 70.7%
  - 2015: 64.7%
  - 2016: 66.5%

- Incontinent of Bladder or Bowel
  - 2014: 95.0%
  - 2015: 98.0%
  - 2016: 80.0%