

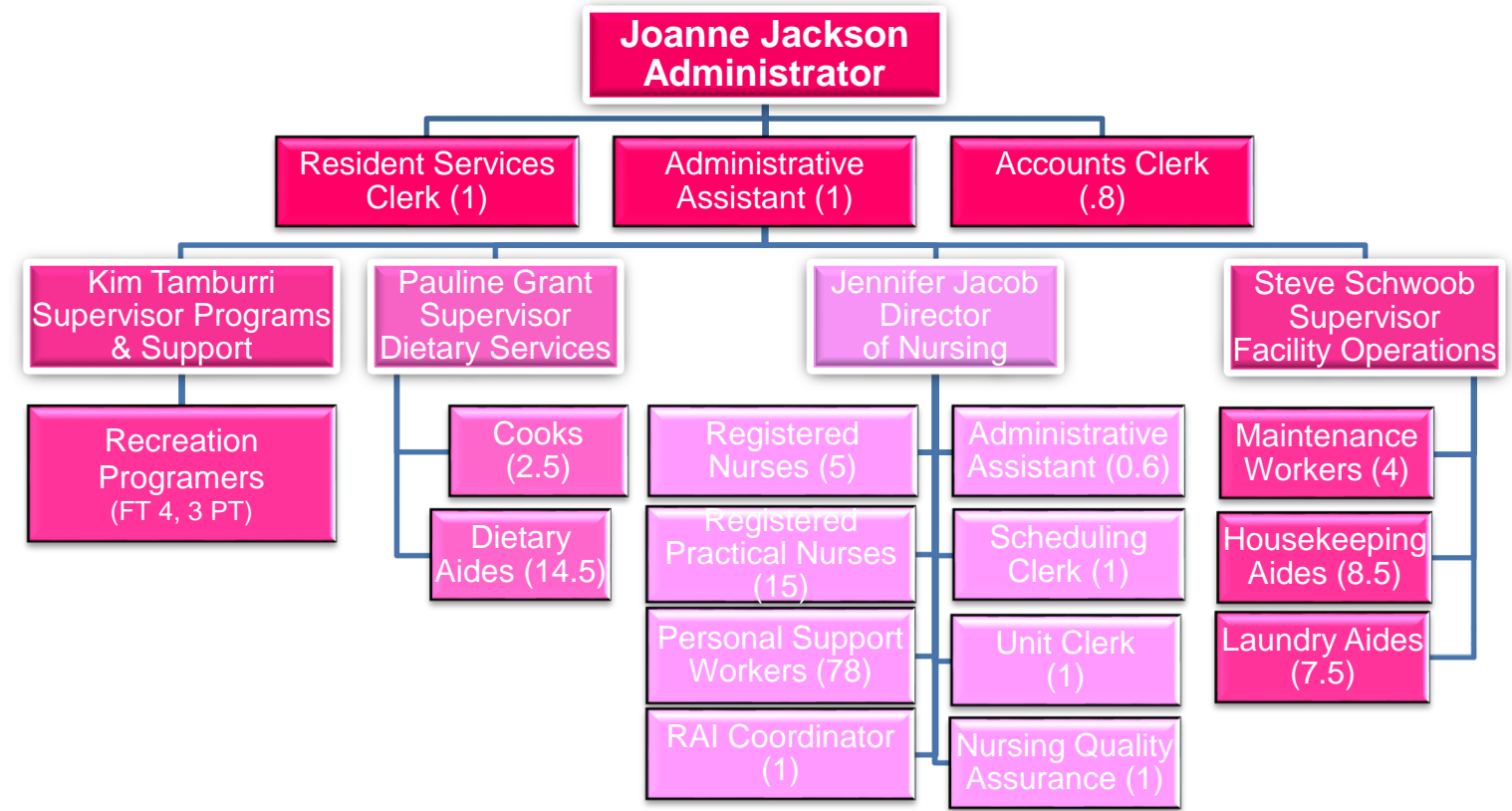
## GRANDVIEW LODGE

### 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

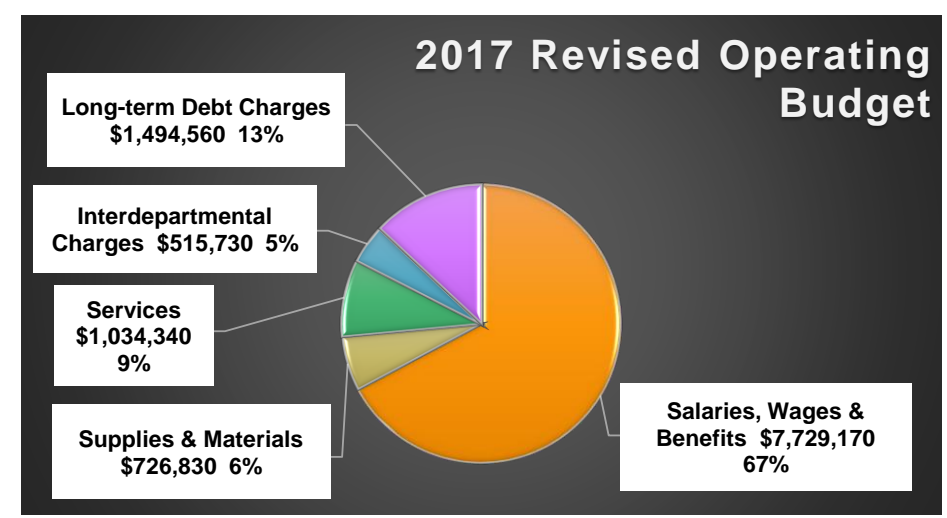
The primary focus of service at Grandview Lodge is the provision of medical, nursing and personal care for the Residents that reside at the Home. These services are supported by other programs and services to ensure that the Resident's nutritional, social and recreational needs are met and they live 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.



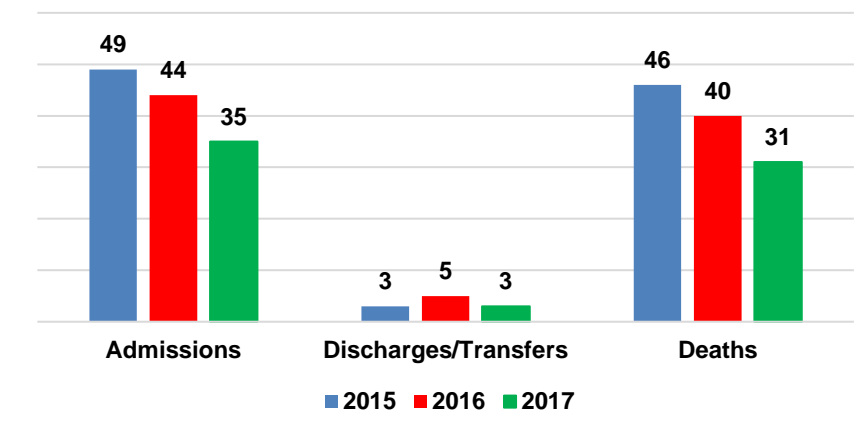
2017 Revised Operating Budget Summary	
<b>STAFFING FTE</b>	110.11
Expenditures	\$11,500,630
Revenue	\$ 8,878,580
<b>Net Levy Impact</b>	\$ 2,622,050

### 2017 HIGHLIGHTS

- Dr. Charles Hu, is an additional physician available to our Residents
- 100% of all staff trained in the two-day Montessori philosophy of care
- Two new in-house services offered to Residents; portable X-rays (for non-urgent requests) and an optometry clinic
- 47 tours to the public, 11 tours for our peers on other long term care homes
- Annual satisfaction survey – 43% return noting a high satisfaction from respondents regarding the standard of care
- Niagara College students completed their Personal Support Worker course, 11 students graduated, 8 were hired and 6 continue to work at our Home
- Infection Control education was provided to families, Residents and staff helping to ultimately reduce the amount of days our Home was in outbreaks
- Administration invited to speak at a variety of local and provincial events

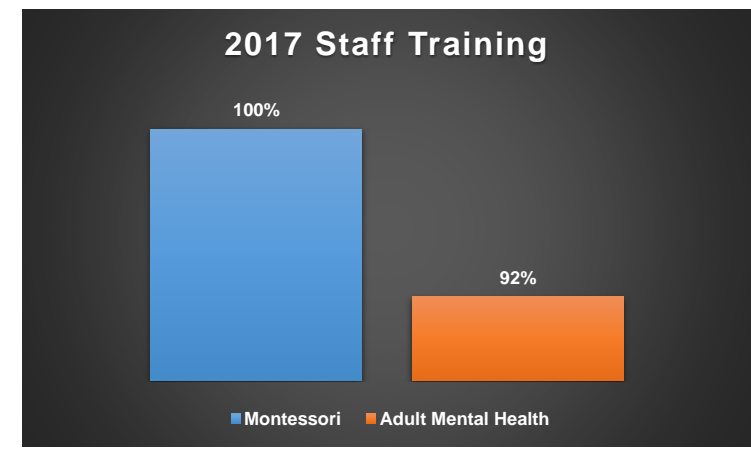


### Resident Turnover



### 2018 OBJECTIVES

- Prepare for the Accreditation surveyors to return in 2018 to complete their audit to maintain the 4-year Accreditation Standard
- LED lighting retrofit throughout Grandview
- Begin ONA contract negotiations
- New windows in the Day Away unit of the Home as identified in the 2018 Capital Budget



### Resident Care Levels

