



Annual Report

2019-2020

CELEBRATING 50 YEARS OF SERVICE



The following report is a recap of the organizational year of 2019-2020. Financial Reports are for the year ended March 31, 2020 and are available at www.grandviewmanor.org

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Vision, Mission, Values and Strategic Directions

Vision

GVMCCC is a home where residents want to live, families and community are engaged and welcomed and employees want to build a career.

Mission

To provide a home where long term care residents enjoy an optimum quality of life and an enduring connection with the community.

Values

- Respect
- Compassion
- Integrity
- Collaboration
- Innovation
- Excellence
- Leadership

GVM Strategic Directions

1. Enhancing Quality Compassionate Care
2. Learn, Lead and Grow
3. Renovate and Build
4. Enhance Community Collaboration

Message from Board Chairperson



Board Chairperson, Pauline Raven

This has been a year like no other at Grand View Manor.

It's been our first full year as an NGO (non-governmental organization). This has brought responsibility for governance an entirely community-based board of directors, free to appoint board members best suited to the organization's ongoing and rising needs.

In practical terms, this means as we work to break ground on a new building, we've been able to nominate to our board an architect, as well as a businessman with decades of experience in the building trades. Under the prior structure this would not have been possible until county appointees' terms expired. Even then, our ability to influence the choice for replacements would have been very limited. The six years of work required to bring this important change to the Manor is now bearing this anticipated benefit.

Undoubtedly, the big event since the last Annual General Meeting is the arrival of the COVID-19 pandemic to Canada, Nova Scotia and right here to our Western Region. This has been tragic for many individuals, particularly for Long-Term Care residents, staff and their families.

COVID-19 met an incisive response from Grand View Manor's leadership team. "Radical caution," a phrase coined to describe defensive actions happening in advance of directives from health authorities, were quickly put in place. Among those taken at Grand View was a tough single-site order that gave staff the option of working only at one facility. The leadership team partitioned staff members and assigned each to only one of several independent units (to contain the spread of an outbreak) and created an isolation unit.

This hyper-vigilance found fuel in our building's shortfalls. When rooms are shared, there are higher risks of infection and residents becoming frustrated than is the case when the standard of single room accommodation for each resident is in place.

Did you know that only 14 of 142 Grand View Manor residents have a single bedroom and washroom? All other residents are expected to share bedrooms and washrooms reducing their privacy and dignity. We are working hard to end this situation soon.

With a fully costed plan and design, we are pushing government to approve a new building. We have been pushing for this since 2016 and have been very active on this file since the last AGM. The Minister of Health has been on site. Most recently, on April 22, we reminded the Department of Health and Wellness that we are hopeful that the Post-COVID Economic Recovery Plan at both the federal and provincial level will compel governments to provide a start date for the new Grand View Manor building.

Meanwhile, our strategic priority of renovating spaces to serve residents better is continuing. Since January 2020, extensive improvements on the Winslow Unit, at a cost just shy of \$300,000, were funded from the Manor's reserves, by the Foundation, and by the Province. This initiative has provided much better living conditions for residents with advanced dementia.

On behalf of this year's board members, I gratefully acknowledge the strength, skill and dedication of our leadership team and the steadfast support of the Foundation and our volunteer helpers. You are a steady wind beneath the wings of Grand View Manor's governance board. Working with you toward an even better future for each senior who calls Grand View Manor "home" is truly a privilege.

Grand View Manor has been served by the following Board of Directors, dedicated volunteers from our community for the 2019-2020 fiscal year.

Board of Directors

Chair – Pauline Raven

Vice Chair – Irvin Nicholson

Treasurer – James Allen

Secretary – Emily Lutz

Directors at Large: Greg Hubbert, Marilyn Howlett, Jeanette Auger, Marc Carrier

Special Thanks

Special thanks to our volunteers, the Board, the Foundation, Businesses, the general community and donors

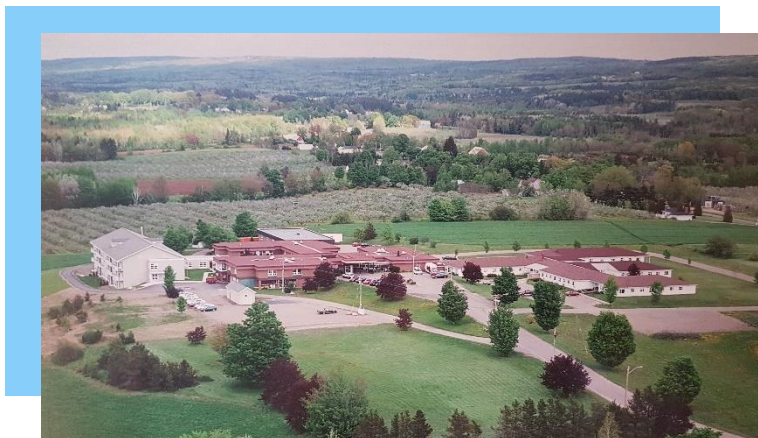
Many of our Strategic Initiatives this year were possible with the support of the Board, who are all volunteers, in particular the construction of the staff room, Winslow renovation, the refurbishing of our living rooms and Board advocacy for a new facility. Board members selflessly give their time and talent in our numerous Board and Committee meetings.

The GVM Seniors Foundation is in its 20th year this year and has contributed annually to various projects to enhance the quality of life of our residents. This year the Foundation bought much needed new furniture to refurbish the renovated Winslow Unit.

Throughout the pandemic, the business community provided many donations and sent messages of love and appreciation to protect and comfort both residents and staff.

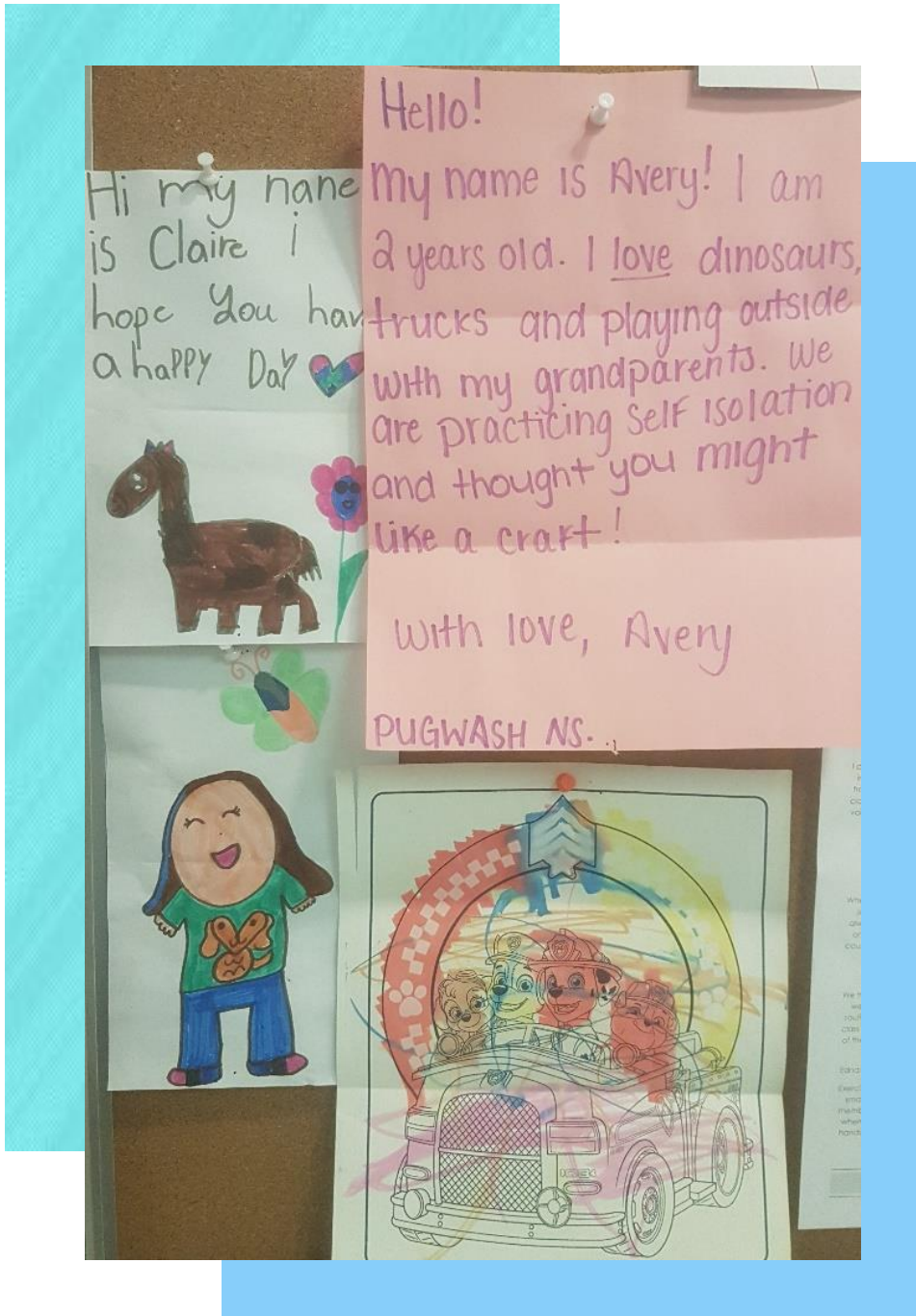
Community engagement with leadership from our recreation department continues to be a priority. Residents participated in 30 outings to a number of local destination as well as numerous on-site activities. We would especially like to thank both Apple Lane Farm and Reimer Gardens U-pick for accommodating us on multiple trips to pick apples and blueberries.

Finally in closing, thank-you to our numerous donors who have provided legacy gifts in honor of their loved ones. It "Takes a Village to Care" for our Grand View Manor residents and staff and the people of Annapolis Valley have demonstrated their care and compassion.



We at GVM-CCC Thank-You!

With appreciation to staff, the Board, Foundation, families, volunteers, business sector and the community who have supported GVM in the past year, in advancing our Strategic Directions forward.



Celebrating 50 Years of Service

We thank-you with all our hearts Dr. Goddard

Dr. Peter Goddard continues to serve the residents of Grand View Manor, but we must recognize that he has dedicated 50 years of medical service to the residents of GVM. Families, staff, and the community appreciate your contribution and commitment.

In our 39 years of working together at WKM and GVM, I know Dr. Goddard to be upfront and dedicated. A personal memory from 1983: after diagnosing me with a kidney stone attack in his office, Dr. Goddard had his son drive me to the ER at WKM because he didn't want me driving myself! I've never forgotten that act of kindness!
–Cathy Best, former Nurse Manager



It has been our pleasure to work with you! – Menna, Kim, and nursing team GVM, 2020.



Dr. Goddard, Beth Hakkert, and Mrs. Goddard

"Dr. Goddard has served the residents of Grand View Manor since it opened in 1970. I worked with him for 30 years. I always felt so very fortunate to have a Medical Director who was as dedicated as Dr. Goddard and who I knew I could rely on to be there, either by phone or in person, when he was needed. His care was always in the best interests of the residents."-Beth Hakkert, former Director of Nursing

CEO Message

CEO/Administrator, Menna Maclsaac

This year, Grand View Manor celebrates fifty years of service to the community. This commitment to providing quality of care was never more evident than during the pandemic. While residents were unable to receive visits from their loved ones, staff from all departments went above and beyond to hold a hand, deliver meals, call family, maintain social distance and implement strict infection control processes. Families, the business sector and the general community demonstrated their support of our staff and residents with signs and donated gifts of appreciation during this difficult time. I am grateful to staff and to the community.



Celebrating 50 years of service comes with a fifty year old facility that was structured like a hospital ward rather than a home for our aging frail seniors. In our pursuit of creating a home-like environment for our residents, we painted our unit solariums and refurbished them to make them living rooms and we reconstructed the Winslow unit to make it more open and airy. We also built a new staff room so that employees can have a comfortable space to put their feet up and take a break. The pandemic however does shine a spotlight on the need for residents to have their own rooms and washrooms both for quality of life and infection control. This year we took the 2016 Nycum and Associates architectural plan and updated it to ensure it met LTC Facility Space Requirements and associated current cost projections. Management and the Board continue to advocate for a 142 bed replacement facility to improve the quality of life for our residents.

The Management Team

CEO/Administrator - Menna Maclsaac
Administrative Assistant - Darlene German
Nurse Manager - Michelle Robinson
Manager of Food Services - Judy Rockwell
Manager of Environmental Services - Vicki Hannaj
Manager of Recreation - Leighanne Tate
Therapeutic Mobility Assistant - Alice Bangay
Executive Assistant/HR - Jessie Sinclair

Director of Care - Kim Ward
Director of Finance - Carol Breckon
Nurse Manager - Laurel Pizarro
Nurse Manager - Randi Levasseur
Social Worker - Tanya Moss
Maintenance Supervisor - Greg Lee
Payroll Clerk - Liz Jones
Clinical Dietitian - Linda Davidson

CEO Highlights – Year in Review

Independent Status of GVMCCC

The Board has worked for several years to become a not-for-profit with independent community status. I was happy to assist with the final steps in supporting the Board to achieve independent status. Special thanks to Carol Breckon for her management of the required financial changes.

Collective Agreement

Grand View Manor – Continuing Care Community reached its first Collective Agreement, August 27, 2019, through collaboration between union and management representatives.

Enterprise Wide Risk Assessment (EWRA)

An EWRA aims to identify, assess, and prepare for any dangers, hazards, and other disasters both physical and figurative that may affect the organization, residents and staff. With input of the Board, management and other stakeholders, a risk assessment was conducted identifying a broad range of risks and associated mitigation strategies. Almost all mitigation strategies have been implemented. The EWRA assessment will be used to monitor and address risks throughout the coming year. Reporting and accountability to the Board has been enhanced using this method.

Update to New Facility Plan

In 2016, the Board and management, working with Nycum and Associates, developed a phase one architectural plan, with associated costs for a 142 bed replacement facility. Emphasizing the need for a new home for our residents that meets current Long Term Care (LTC) Facility Standards; the Board, management and Nycum revised the GVM plan to bring it to current LTC standards incorporating 2020 construction costs. As an organization, we continue to advocate to government for increased dignity and quality of life for our residents. The new plan provides single rooms and separate washrooms for each resident. The pandemic has proven this is also an essential infection control measure.

Facility Enhancement for Residents and Staff

Over the past year, and with the financial support of the Board, the Foundation and the Department of Health numerous facility enhancements have been made. Special thanks to the maintenance supervisor and staff and Greywood Builders Ltd. for their efforts in implementation and construction.

CEO Highlights – Year in Review

- **Staff Room;** The GVMCCC Board, as a symbol of the importance of our staff, funded the construction of a space for staff to relax on their breaks; inclusive of a patio, living room and kitchen.



- **Living Rooms;** The GVMCCC Board, with the talent of our maintenance team, paid for the painting and refurnishing of what were our unit solariums, transforming them into living/dining rooms that feel more like home, a place where residents want to enjoy life.



- **Winslow Renovation;** Often persons with dementia need space to walk. The Department of Health and Wellness, the Board and Foundation came together to break down the walls, create new living areas and install large windows to bring the outdoors into a renovated wing for our residents.

Other annual achievements are reflected in the following Departmental and Committee Reports.

Departmental Reports

Director of Care and Nursing Department

Recruitment and Retention

Like all long term care facilities in the province, GVMCCC has challenges in nurse recruitment and retention despite dedicated efforts.

Following is the recruitment summary for this year:

- 72 interviews conducted
- 2 RNs hired
- 5 LPNs recruited + 1 CCA obtained LPN status
- 6 CCAs
- 22 Non certificate CCAs
- 4 Auxiliary Workers
- 2 University nursing students came to work part-time

Ms. Cynthia Osborne, 0.4 FTE Occupational Therapist

Dr. Mathew Target. Joined the medical team

Ms. Jessie Sinclair, joined as executive assistant/ HR Coordinator

Other New Recruits; Welcome to the GVMCCC Team!

Quality and Risk Management (QRM)

In conjunction with the QRM Committee of the Board, nursing administration reviewed models of care in the sector and increased incident/follow up reporting to the Board. These initiatives represent our ongoing commitment to quality best practices. Nursing also advances quality by leading and supporting a variety of essential committees (see committee updates section of this report).

One major stride in QRM was when GVM implemented Catalyst; the electronic medication system. Catalyst oneMAR is an electronic medication administration record (eMAR) that replaces paper MAR and ensures quality, accuracy, and speed in medication pass for Grand View Manor. Using a laptop or mobile device with an

internet connection and a bar-code scanner, nurses can track administration, medication changes, and notes at a resident's bedside.

Real-Time sharing of medication and resident information encourages collaboration across care teams including pharmacy; a true partnership in resident care.

Catalyst has enabled us to reduce workload for the nursing staff and enabled an electronic form of communication with our pharmacy partners. We have improved the standards of nursing that are required by licensing through utilization of this eMAR. It is also more readily available across any platform within our facility enabling nurse managers and floor nurses to use the information at the same time which was never possible until now.

Another electronic system implemented this year was Momentum HER; an electronic health record system. Momentum HER streamlines and optimizes the care delivery for programs specializing in aged care, developmental disabilities, mental health and addiction, palliative cares, brain injury, and strokes.

Momentum has enabled us to streamline communication between other facilities, hospitals, and doctors with its ability to generate reports. This electronic health charting has enabled more accessibility to our doctors for charting purposes and this includes our recently required telehealth. This program has features that will allow our LTC facility to further progress towards more up to date assessments.

Professional Development and In-Service Opportunities

In the last year, Grand View Manor has provided training and workshops for various staff. Staff feedback and health care trends help determine topics for in-services. Below is a list of the education sessions completed from April 2019 to March 2020.

Webinars

Cleaning and Disinfection

Convatec Chronic Wounds

Management of Depression in Older Adults

Leadership and Mental Health

Person Centered Communication during COVID-19

Staff Workshops/Training held Outside of GVM

- U First with Alzheimer's Society of Nova Scotia
- RN/LPN Leadership Training
- PIECES Workshop
- Labor Relations Conference
- Falls Prevention Workshop
- Northwood Clinical Care Conference
- Dementia: Understanding the Journey

Mandatory Surge Online Learning

- WHMIS
- Hand Hygiene
- Injection Prevention and Control
- Donning and Removing PPE

In-Services held in GVM

- Ceiling Lift with Erin Johnson
- Naloxone Education with Alicia Hingley
- Roho Mattress with Alice Bangay and Cynthia Osborne
- Understanding Dementia with Karen Bennett
- Prevail Brief Education with Dana Calder
- Catalyst Training with Sheeran Hara
- Workplace Diversity Workshop with Immigration Services Association Nova Scotia
- Prevention of Pressure Injuries with Laurel Pizarro
- Wissner-Bosserhoff (Wi-Bo) Bed Demonstration with Alice Bangay and Laurel Pizarro
- High Alert Medications with Alicia Hingley
- SAFER leadership with Neil Horsley
- Courageous Conversations with Carla Anglehart

Departmental Reports

Recreation Department

The Recreation Department plays an integral role in helping to carry out Grand View Manor's mission of 'providing a home where long term care residents enjoy an optimum quality of life and an enduring connection with the community'.

Throughout the past year, residents have been collectively engaged almost 11,000 times in over 50 different types of activities which were planned, scheduled and implemented based on their needs and preferences. Some of the more popular recreational activities include bowling, bingo, hymn sings, musical entertainment, shuffleboard, laundry folding, the weekly walking club and 'game show' programs such as 'Jeopardy' and 'The Price is Right'. Staff also ensure residents have access to resources to engage in independent activities such as jigsaw puzzles, word puzzles, reading, or handcrafts. 17% of resident engagements were one on one interactions with staff and volunteers.

Our Recreation Programmers undertake continual assessment of the resident population on their assigned unit and monitor participation levels. This allows us to identify those at risk of becoming socially isolated or update activity focuses on the care plan and adjust goals to reflect any marked decline in the individual's level of cognitive or physical functioning.



We were pleased to be supported in carrying out our mission by two summer students funded by the Canada Summer Jobs Program. Extra help during the warmer months allows us to spend more time outside as well as engage more residents one on one. We hosted our first student from the Behavioural Intervention program at NSCC for a practicum at GVM. Community engagement continues to be a priority. Once again we hosted Berwick school's annual field day, and then welcomed their grade 3-4 classes to perform for the residents at Christmas time. As in past years, the Apple Capital Museum brought their antique car show and rides to the premises and we also enjoyed repeat visits by both the Apple Blossom Leadership Candidates and Gala Day Princesses. West Kings District High School 'Options and Opportunities' students organized a social time with residents after staff presented to the class on daily life at GVM and the various career opportunities available within long term care. We maintain a close relationship with another local facility, Evergreen Home for Special Care in Kentville, exchanging Christmas cards and hosting their residents for bowling and shuffleboard tournaments. This past year we also formed two new mutually beneficial partnerships with the 14 Wing Greenwood Cadet program and the Berwick Day camp which allowed us to have increased interaction with youth from both the local community, and those from other parts of the country. Residents participated in 30 outings to a number of local destinations.

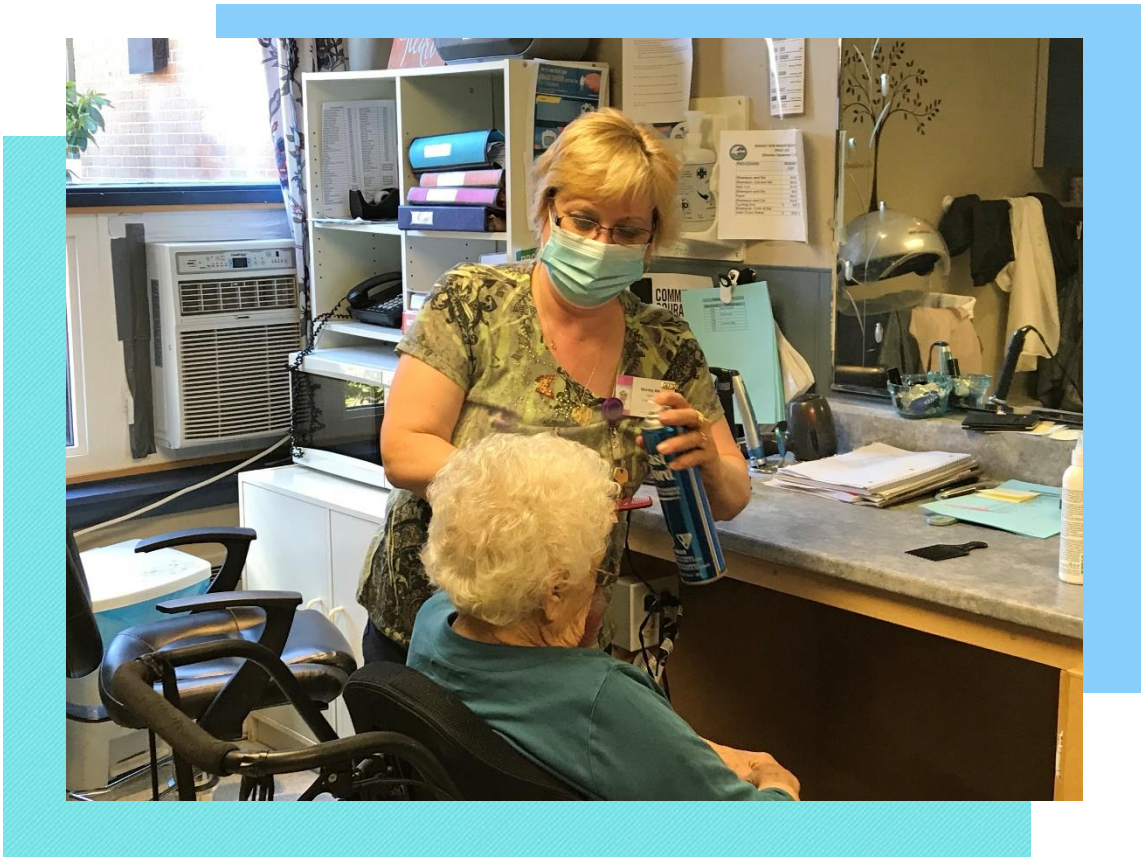


The Grand View Manor Facebook page is maintained by the recreation Department. Regular posts showcase day to day life as well as special events, helping family members to stay informed and connected to their loved ones.

Departmental Reports

Beauty Shop

The Beauty Shop at Grand View Manor operates from 8:00 AM – 4:00 PM Monday to Friday, providing services to the residents of Grand View Manor, as well as the tenants of both assisted living complexes; Fundy Villa and Orchard View. The on-site shop is able to offer a full range of services including haircuts, perms, shampoos, sets, and colouring. One master hair stylist provides serviced to between 50-70 clients per week. The Beauty Shop contributes directly to our residents feeling positive about themselves and well cared for. The shop is full each and every day.



Departmental Reports

Nutrition and Food Services

The Grand View Manor Nutrition and Food Services team are responsible for providing healthy and nutritious meals that fit each resident's individual standards, preferences, and consistency with continuous follow-up and assessment to ensure the best mealtime experience.

The Nutrition and Food Services team consists of 23 full time/part time cooks and food service workers with one Food Service Manager and one Clinical Dietitian.

GVMCCC would like to recognize and thank our long term employees who have been consistently delivering amazing mealtime experiences to our residents and staff including:

- Judy Rockwell (37 years)
- Linda Mapplebeck (30 years)
- Linda Davidson (27 years)
- Elaine Parker (27 years)

The Department operates an 8 week cycle menu (summer & winter), which is modified to accommodate a variety of diets and textures, both food and liquids. The majority of foods and meals are prepared on site and support local purchase as much as possible. The menu is reviewed bi-annually by the dietitian, as required in licensing regulations.

This year, the approximate number of meals served:

- **Residents (142) – 155,490**
- **Orchard View – 11,210**
- **Fundy Villa – 17,131**
- **Staff Meals – 5,295**
- **Guests/others - 463**



Departmental Reports

Our annual resident satisfaction survey was conducted in March 2020. Results indicated that overall, 80% of those responding (25) strongly agree that they were satisfied with their meals and dining. This year we implemented the following two cost saving initiatives:

- Member of Health Pro
- Complete Purchasing Services (we receive annual rebates cheques)

Purchases:

- 4 new Food Delivery Carts
- 2 Unit Dish machines
- 6 Adjustable Chairs
- Steam Table/ Display Unit



Improving the Dining Experience:

GVM is always looking for extra assistance in feeding residents at meal times. Many residents are less independent and may require over half an hour to feed. A “Meal Assistance Guidelines” brochure has been developed for staff as well as volunteers, auxiliary workers and family members who wish to assist. Brochures can be picked up from Linda Davidson or Tanya Moss.

As well, Ms. Davidson provides resources and a one hour mealtime assistance in-service for any new auxiliary, nursing staff, volunteers and other staff who may be available to assist in feeding residents, providing practical feeding tips for safety, positioning, dining environment, etc.



Departmental Reports

Maintenance Department

In our Maintenance Department we have 3 full time staff members. In the past year our team has completed 3675 preventative maintenance work orders and regular facility work orders. Our maintenance team is also responsible for all grounds maintenance and lawn mowing, as well as all snow removal. Other than GVM's main building, our team is responsible for all maintenance in our assisted living apartments; Orchard View as well as any emergency calls to the Fundy Villa apartments which is owned by the Housing Authority.

GVM future upgrades

- New storage and housekeeping area
- New serenity suite
- Chase unit nurse station renovation
- Rainforth unit nurse station renovation

GVM Facility Renovations

- New staff room
- New staff room patio
- Winslow unit renovation
- New garden gate installation
- Franey unit solarium upgrade
- Chase unit solarium upgrade
- New flooring for Chase unit
- Two bathroom renovations on Chase unit

GVM Repairs and Upgrades

- Main kitchen grease trap replacement
- Main kitchen hot serving table
- Rainforth unit A/C install
- Main dining room A/C install
- Dishwasher install on Wagner unit
- Dishwasher install on Chase unit
- New propane tanks and lines for main kitchen and Laundry Department



Departmental Reports

Environmental Services

The Environmental Services Department, which includes Laundry and Housekeeping, had a new manager during this past fiscal year. Vicki Hannaj took over the role in May 2019. The Environmental Services Department is a strong department full of amazing, hardworking staff who certainly demonstrated that they are essential services in infection control during the pandemic.

We have several stellar staff that have been with us for over 20 years and they include:

Sally Kervin
Tina Lonergan
Rhonda Spencer
Donna Weihers



We also had several new staff join our family this past fiscal year; 7 in total.

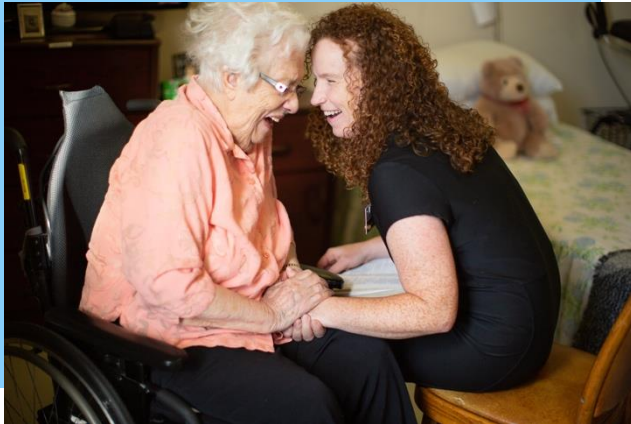
Change is inevitable in Health Care and the Environmental Services Department welcomes change with open arms including going paperless in relation to scheduling. After receiving feedback from staff, we added a daily report that usually takes place first thing each morning. It allows the team to pass on any communication that we may have.

Laundry and Housekeeping services are fundamental to the care of our GVM residents in creating a clean home environment.

Departmental Reports

Chaplaincy Report

February 2020 marked my eighth year as the Eastern Valley Baptist Association's Chaplain for Grand View Manor.



Over those years many things have remained constant including

- Thematic-style Bible Study in the Manor
- Weekly study of a Book of the Bible
- Chairing the Palliative Committee
- Serving on the Ethics Committee
- Weekly multidisciplinary meetings
- Weekly room visitations and counselling
- Weekly Church Services
- Special National & Religious Holiday services

We also held the Annual Memorial Service in the Fall and it's significant to note that this year that service was for over 60 deaths.

Things that have changed this year: Our Manor Bible study moved from being in a stationary location to going to a different unit each week. I received a much greater number of requests weekly for staff counselling. There also was greater number of hours spent in palliative care for residents and supporting their families.

For Continuing Education and Professional Representation:

- Attended the Canadian Association for Spiritual Care's annual conference in Fredericton
- Speak at Acadia University three times on Chaplaincy join the Board of Trustees for the Acadia Divinity College.
- CABF 2020 Rushton Series Lecturer.
- Guest speaker for White's Funeral Home's Service of Remembrance Fall 2019.
- Guest speaker for GVM/NSCC's CCA training on the topic of "Spiritual Care in Nursing"
- Guest for the Canadian Baptists of Atlantic Canada (CBAC) Lecture Series in March 2020 for Grief in COVID-19
- First Unit of Clinical Pastoral Education in April of 2019 and in March 2020

Departmental Report

Therapeutic Mobility Services

The primary focus of the Therapeutic Mobility Services Department is to assist residents in maintaining and/or improving mobility function when possible. Mobility includes walking or foot propelling a wheelchair. The Occupational Therapist (OT) also provides wheelchair and seating assessments to provide safe mobility and seating for our residents. Skin integrity continues to be a high concern that is dealt with through the provision of specialty mattresses, positioning and heel booties.

Therapeutic mobility services operate Monday to Friday, with the Physiotherapist (PT) working 2 days a week, assessing residents and providing direction to the Therapeutic Mobility Assistant Alice Bangay, who works full time.

An Occupational Therapist from the Red Cross Program, assisted Grand View Manor biweekly during the first part of the fiscal year to support our department in wheelchair prescription and maintenance, until August 2019, when our Occupational Therapist joined our team. Additionally, the OT has taken on most wheelchair repairs, adjustments and maintenance. There are currently 66 residents who use wheelchairs.

Over the past year we have seen 70 new admissions. Each admission is assessed by the PT and TMA to determine an appropriate transfer. OT will assess the resident for an appropriate wheelchair if needed.

43 of our 142 residents use the mechanical lift for all transfers.

Over the past year, the PT department, in collaboration with recreation, started an exercise program to maintain and improve range of motion, strength and mobility.

Grand View Manor received 10 V4 mattresses and 10 Roho cushions through the Department of Health and Wellness and Red Cross Program. These provide our residents with immediate access to pressure-relieving therapeutic surfaces to prevent or heal pressure injuries, while waiting for equipment through the Red Cross Program.

Departmental Reports

Social Work

April 1st 2019 to March 31st 2020 saw Grand View Manor welcome 70 new residents to our home, while 23 transferred to a nursing home of their preference in a different community to be geographically closer to their families. Sadly, we lost 52 residents during this year.

It was a pleasure for us to take on a second Social Work Student from the University of Manitoba's School of Social Work, Jennifer Burgess completed her practicum at GVMCCC from May to August 2019.

Care Conferences are a time for each resident and their family to come together to meet and discuss care goals and update objectives. There were 144 Care Conferences held this year.

The Social Worker leads both the Resident and Family Council, which saw a change in name and time from Family Council to Family Mingle.



Committee Reports

Wound Care Team

The wound care team meet every Wednesday to closely follow residents' active wounds. Over the course of one year, we have seen improvements in residents' wounds with active participation of the interdisciplinary team members. New addition to the team include Dr. Caroline Evans (intern) and Cynthia Osborne OT.

Pharmacy and Therapeutics Committee

The Pharmacy and Therapeutics Committee meets quarterly. Our Medical director, Pharmacist, Dietician, Director of Care, Nurse Managers and RN Supervisors attend.

Infection rates and antibiotic and benzodiazepine usage are reviewed monthly. The current trend of use of these medications is discussed during quarterly meetings. A new electronic medication administration system was launched in the fall with support from Lawton's; it was a smooth transition.

GVM now has a Naloxone emergency kit that can be used for either residents or staff. Nursing staff were provided an in-service on the medication administration.

Changes to best practice guidelines are also reviewed quarterly. One of the more recent changes made with nursing care is that GVM is no longer performing admission urinalysis to reduce unnecessary antibiotic use for asymptomatic bacteriuria in LTC.

***Our Influenza Vaccine rates for 2019 season are as follows:
Staff: 91 total (41%)
Residents: 132 total (93%)***

JOHSC Committee Update

This year, Vicki Hannaj took over as co-chair for the JOHSC Committee. Greg Lee did step down after serving several years as co-chair. Thank you Greg for all of your hard work and dedication. Randi Levasseur became the second co-chair. When Randi moved into a manager role, Alice Bangay became the co-chair at the end of the fiscal year.

Committee Reports

The committee met 10 times over the year with great attendance. We also do a monthly Tool Box Talk where we talk about ways to remain safe both at work and in our lives outside of work. Several of our staff attended JOHSC training put on by Aware-NS. The JOHSC Committee is strong here at Grand View Manor and we look forward to another successful year.

Staff Health and Wellness Committee

Grand View Manor's staff Health and Wellness Committee currently consists of four members. Over the past year the committee has taken on the following initiatives:

- Farmer's Market (Friday's from 12:00 – 2:00 PM in the lower lobby)
- Staff BBQ's throughout the year
- December door decorating competition and Friday treats
- Annual family skating party and refreshments at Berwick Apple Dome (February)
- Halloween decorating contest
- Springtime flea market, BBQ and 50/50 ticket sales

The committee also provides assistance with the annual Grand View Manor family party held each summer (BBQ, music and bounce castle)

Resident Council/Family Mingle

Resident Council is held monthly at 11:15 AM with the exception of December and any Influenza closure. At this time, residents come together with the Social Worker and Recreation Manager to voice concerns or questions with GVMCCC. This year saw a slight change in format where the residents lead the discussion in a free forum format with a guest speaker followed by a trivia game.

Family Council/Mingle is held four times a year. This is a time that families can come together and gather information about GVMCCC as well as get some general education on a variety of subjects such as dementia, recreation, wound care and palliative care.