



Grand View Manor
Continuing Care Community

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January 17, 2023

Dear Families and Friends of Grand View Manor,

We want to thank everyone for your support and concern for our residents and staff during this challenging time.

As you are aware, early Thursday morning a broken sprinkler on Winslow flooding both the Winslow and Wagner units. Management and staff immediately responded to the health and safety needs of our residents. This entailed moving residents off both units, with collaboration from the Department of Seniors and Long Term care, Public Health, the Health Authority and other administrators in long Term Care. For residents who were moved to other facilities, GVM staff accompanied them and have been assigned to other LTC facilities to assist them in settling into their new surroundings.

Both units are currently closed. We have a variety of contractors on site to assess structural damage, demolition of any soiled ceilings, walls and floors and commence reconstruction. Wagner unit received more damage than Winslow unit but we will be developing a plan to reopen the units as soon as possible.

While Winslow unit is closed for repairs, please call Franey unit at extension **5109** for access to previous Winslow residents and staff.

Also some residents have been relocated within the facility. A reminder of Unit extension numbers includes:

- Ross unit desk-5113
- Rainforth unit desk -5121
- Chase unit desk-5115

Please direct billing questions to Darlene German at extension 6038.

If picking up a loved ones belongings, who was moved due to the flood, please call extension, 5110 to arrange date and time.

Good news, Ross and Chase unit RSV outbreaks are officially over and normal visits can resume throughout the facility.

If you have questions or concerns please reach out to any of us.

CEO, Menna Maclsaac, ext 5101

Director of Care, Kim Ward, ext 5105

Assistant Director of Care, Laurel Pizarro, 5104