



# Annual Report

## 2020-2021

### CELEBRATING OUR GVM HEROES



The following report is a recap of the organizational year of 2020-2021. Financial Reports are for the year ended March 31, 2021 and are available at [www.grandviewmanor.org](http://www.grandviewmanor.org)

# Table of Contents

Vision, Mission, Values and Strategic Directions.....P.2

Message from the Board Chairperson.....P.3-4

Special Thanks.....P.5-6

Message from the CEO.....P.7

CEO Highlights – Year In Review.....P.8-9

Departmental Reports.....P.10-23

Committee Reports.....P.24-25

# 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.

## Values

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

## Mission

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

## 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



Chairperson, Jeanette Auger

While this has been a very challenging year for all of us, due to the pandemic, not just in our province, but nationally and globally, at Grand View Manor we have been resilient, bold and successful. From the beginning of COVID 19 our excellent staff brought in strict health and safety measures to ensure that we were in compliance with all of the Department of Health and Wellness guidelines. As well, all residents and staff who were eligible were fully vaccinated and we were blessed to have no COVID cases in our facility.

This past year, due to the hard work and perseverance of our previous chairperson Pauline Raven, the advocacy committee and full board and staff, we were given finally approval from the Department of Health and Wellness for a new build. Thus recognizing the need for the residents to have a room of their own. I want to thank Pauline, the board, the staff, the community at large, and especially the residents, past and present and their important ones for putting pressure where it was needed to support our efforts for an even better Grandview Manor in the years to come.

Our MLA Leo Glavine has been a strong supporter of the Manor and on behalf of all, I want to acknowledge his behind the scenes sometimes, and direct involvement always, in helping us achieve our goal.

I wish you all a better year ahead and invite you to watch as our new building materializes in the years to come.

Jeanette A Auger, Ph.D  
Chair, Grand View Manor Board of Directors

Grand View Manor has been served by the following Board of Directors, dedicated volunteers from our community for the 2020-2021 fiscal year.

## **Board of Directors**

### Executive

Chairperson – Jeanette Auger

Vice Chair – Emily Lutz

Treasurer – James Allen

Secretary – Marc Charrier

### Directors at Large

Greg Hubbert, Irvin Nicholson, Laura MacNutt, Carol Hiscock, John Nichols



## Special Thanks

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

### “It Takes a Village to Care”

The Board of Directors of GVM all volunteer their time and talents to oversee the direction of our organization. The Board played a vital role in our advocacy efforts to government requesting a new facility so that each resident would have a Room of One's Own. With the Board's support, we were able to construct a second serenity suite, a private room for residents who are palliative to be alone with family during this difficult time. Board funding also allowed us to establish a central stores room/system.

The Foundation, in its twenty-fourth year of supporting GVM initiatives, continues to make a difference. This year, they invested in building our outdoor family visiting center and purchasing of our Mobii virtual dementia games system; enjoyed by both our residents and their families.



**Recreation Member, Emily Morton, shows Erma Algee how to paint flowers using the Mobii system.**

**With the construction of our second Serenity Suite, we can ensure palliative residents have a private place to be with their loved ones.**



The community definitely responded to our call for advocacy for our new facility by writing numerous letter of support to government. Government in turn responded by announcing their support for a replacement facility giving each resident a “Room of One’s Own”.

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.



**With Foundation support,  
we were able to construct  
a permanent outdoor  
visiting center.**

**Grand View Manor Seniors Foundation Members**

Chairperson – Eric Sturk

Vice Chairperson – Brian Hirtle

George Moody

Shoneth Salsman

Larry MacDonald

Rob Graham

Marilyn Howlett

Betty Woodworth

Vickie Cobham

Beth Easson

BJ Flieger

## CEO Message

### CEO/Administrator, Menna MacIsaac

I reflect on this past year with gratitude. Despite fear of exposure, staff and designated caregivers came to Grand View Manor daily to provide quality care to our residents. Recreation staff kept residents engaged daily in the activities they enjoy. Housekeeping and laundry services played an essential role in our infection control measures. Food services staff prepared and delivered fresh food and were always



shop provided fresh hair-dos and opportunity for residents to look and feel their best. We are all resting much easier since the nurse management team provided vaccines to all our residents, as well as sixty of our designated caregivers. The CCAs, LPNs, and RNs continue to work tirelessly. The fight against COVID is truly a display of teamwork and, as summer approaches, there is light at the end of the tunnel.

During these challenging times, GVM remained committed to families as essential to our care team. Last summer, we erected a forty foot tent enabling simultaneous family visits with appropriate distancing. We continued these visits in the fall using our assembly room and, most recently, with designated caregivers vaccinated have one-on-one room visits.

February of this year brought a Provincial announcement of a replacement facility. Thank-you to Pauline Raven, the outgoing GVM chairperson, and Leo Glavine, former Minister of Health, the Advocacy Committee, Board, families, Foundation, management, Provincial government, staff, and the broader community for their voices on our behalf. Residents and families will be provided with the space, dignity and associated infection control they deserve. There will be board input into the design of our new facility in the months ahead.

***Thank-You Sincerely,  
Menna MacIsaac***



# CEO Highlights – Year in Review

## Advocacy

I have been diligent in my advocacy to the Department of Health for the required needs of GVM residents and staff including ongoing communication on the need for a new facility, updating 2016 space and costing to 2020 requirements, submitting a budget appeal for an adjustment to base funding for additional staffing, as well as required equipment requests.

## Quality and Risk Management

- **Establishing a Quality and Safety Culture** – Enhancing Quality Compassionate Care is the first of GVM's four Strategic Directions and the reason we exist. Following conducting an Enterprise Wide Risk Assessment (EWRA), we have throughout the year addressed all identified risks from the 2019 assessment. This takes us a long way in our journey to having a safety culture. Management and staff commitment to the Joint Occupational Health and Safety Committee has been strong. Throughout this report, including Departmental and Committee reports, speak to our focus on quality.

Innovation in dementia care is part of striving for quality best practices. This year, we have taken on three new programs that demonstrate our commitment to innovation in dementia care: the Mobii virtual interactive dementia table gaming system; self-adjusting wheelchairs; and the Drum Fit program.

## Facility and Equipment Enhancements for Residents and Staff

While we await the construction of our new facility, we continue to enhance the existing building to create an environment that feels like home, inspires exceptional care, and provides a safe workplace.

The following are the facilities enhancements for the year:

- Second Serenity Suite for our palliative residents and their families
- Painting and décor for our Beauty Shop
- Remodeling Ross Unit living/dining room and Nurse Station
- Built a new kitchenette on Chase Unit to serve morning and evening snacks
- Central storage room

- Outdoor visiting center is underway
- Updating the Rainforth Wager/Chase Unit Nurse Stations
- Remodeling Franey Unit Nurse Station and Doctor's Office
- New roofing and flooring for Orchard View and roofing on utility shed.

These facility enhancements were made possible with the financial support of the Province, the Foundation, and the Board. Special thanks to our Maintenance Manager Greg Lee and his team who are essential for the maintenance of this aging facility and our grounds, 24/7 in all types of weather.

The following are the equipment purchases for the year:

- Installation of ceiling lifts in remaining half of GVM
- Temperature scanner and misting disinfectant for COVID infection prevention and control
- Boilers replacement approval with installation in the fall of 2021
- New industrial washer

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

### Grand View Manor Management Team

Director of Care - Kim Ward	Administrative Assistant - Darlene German
Director of Finance - Carol Breckon	Manager of Enviro. Services – Vicki Hannaj
Assistant Director of Care – Laurel Pizarro	Manager of Food Services – Judy Rockwell
Nurse Manager - Michelle Robinson	Clinical Dietitian – Linda Davidson
Nurse Manager – Basil Kuriakose	Manager of Recreation – Leighanne Tate
Payroll Clerk – Liz Jones	Maintenance Manager – Greg Lee
Therapeutic Mobility - Alice Bangay	Executive Assistant/HR - Jessie Sinclair
	Infection Prevention & Control – Randi Levasseur

# Departmental Reports

## Director of Care and Nursing Department

### Nursing Management Team Restructure

In the last year, there has been a restructuring of the nursing management team. GVMCCC's Social Worker, Tanya Moss, has left her position and accepted a job at Soldiers Memorial Hospital. The social work and admitting position has been modified to become an Assistant Director of Care with core responsibilities of resident admissions, DHW communications regarding licensing and incidents and Quality and Risk Management. The position has been filled by Laurel Pizarro. Michelle Robinson remains as one Nurse Manager and the second Nurse Manager position was awarded to Basil Kuriakose. GVMCCC has also been funded the position for an Infection Prevention and Control Nurse with primary focus on infection control and staff education. This position was awarded to Randi Levasseur.

### Recruitment and Retention

GVMCCC, like all health care facilities in the province, has challenges in nurse recruitment, but, through perseverance, we have been successful in recruiting several new members to our nursing team over the past year:

Following is the recruitment summary for this year:

- 42 interviews conducted
- 4 RNs hired + 1 CCA obtained RN status
- 2 LPNs recruited + 1 CCA obtained LPN status
- 18 CCA/CCANOC
- 11 Auxiliary Workers

**Dallas Mercer Initiative** – GVMCCC has joined a group of LTC facilities to participate in a pilot assistance program for managing WCB claims and back to work initiatives to mitigate increased WCB claims and associated WCB penalty costs. Dallas Mercer Consulting brings an objective, consistent approach to managing workers' compensation and sick leave claims which has proven to decrease claims costs. Implementation of the initiative started February 3<sup>rd</sup> 2021 and will continue to December 31<sup>st</sup> 2021. Together with DMC, our goal is to bring employees back to work in a timely way which impacts staffing levels and associated delivery of care and we have already seen a positive impact on joining this pilot. This initiative was important in establishing a safe and healthy work place for all employees.

## Quality and Risk Management (QRM)

### Infection Prevention and Control Initiatives

- **COVID-19 Vaccinations** - At Grand View Manor we have been fortunate to be the first nursing home in the Valley to have access to the COVID 19 Vaccine Moderna for our residents. Over a period of two days Nurse Managers, Laurel Pizarro, Michelle Robinson, and Randi Levasseur were able to vaccinate. During those clinics the nurse managers were able to immunize 130 Residents here at Grand View Manor.
- **Vaccination Rates Staff** - Our flu vaccination rates are 41% for 2019 and increased this past year to 48% for 2020. Our COVID-19 vaccination rates are 58% where our staff continue to get vaccinated for COVID-19 now that the community has opened up the vaccinations to the public.
- **Designated Caregivers Numbers and Clinics** - A Designated Caregiver is a partner in care with Grand View Manor, who provides essential support for a resident's physical, mental and emotional well-being. Here at Grand View Manor we are happy to say that we have a total 98 Designated Caregivers. These caregivers come in, often daily, to support their loved ones. Their support during this time has been irreplaceable. During our COVID 19 vaccinations with residents, we were also able to do complete two clinics for our designated caregivers resulting in 50 of our Designated Caregivers being vaccinated. Many of our other designated caregivers have been vaccinated in the community.
- **Infection Prevention and Control** - This year the Department of Health and Wellness provided us with the support of a part-time clinical nurse, Randi Levasseur, in the role of an Infection Control Champion who promotes infection control practices and asymptomatic testing during the pandemic.



- **Asymptomatic Testing** - From the beginning of the pandemic we have provided staff with the opportunity to be swabbed for any symptoms relating to COVID 19 to ensure more efficient access to testing and results. We can also test our designated caregivers on request. In the future we intend to also include a regular accessibility for our designated caregivers to access asymptomatic testing.

## **Innovation in Dementia Care**

- **Mobii virtual interactive dementia table gaming system** – With funding by the Foundation, we purchase the Mobii unit. The recreation staff are taking this mobile gaming system throughout the building to be used by all residents. Residents are enjoying virtually fishing, shopping, cooking, painting etc. all on the Mobii.
- **Self-Adjusting Wheelchairs** – We received Provincial Innovation funding for ten pilot self-adjusting wheelchairs. These devices, attached to wheelchairs, enable residents with cognitive ability to self-adjust their wheelchair or for staff to reposition residents without working in pairs or possibly suffering sprains and strains from repositioning residents. Reposition is important for resident comfort and wound reduction. Project evaluation will be conducted after 18 months implementation.
- **Drum Fit** – We were given a Federal Innovation Grant for Drum Fit; a dementia exercise program. This program will be implemented and evaluated in next twelve months.

## **Professional Development and In-Service Opportunities**

GVMCCC's Director of Care, Kim Ward has studied and obtained her LEADS Inspired Leadership certificate. This will help her pursue a LEADS facilitator designation to help facilitate our journey to leading staff in becoming a LEADS designated facility.

In the last year, Grand View Manor has provided training and workshops for various staff. Due to COVID restrictions, GVM had to get creative in terms of education delivery. To ensure staff safety while providing education, virtual trainings have been utilized.

The education and training topics are carefully selected based on current trends in the facility. Staff performance and feedback are also taken into consideration in terms of determining what education and training are needed.

The following is a summary of all the workshops provided for GVM staff from April 2020 to March 2021.

**Virtual Trainings held in GVM**

U FIRST with the Alzheimer's Society of Nova Scotia  
Ethical Issues and Intimate Relationships in LTC  
COVID 19 Immunization Course  
COVID 19 Clinic Technology Planning  
Education Program for Immunization Competencies  
Clinic Flow Software Implementation

**Staff Workshops and  
Training held Outside of  
GVM**

SAFER Leadership  
Training with Aware NS

**Mandatory Surge  
Online Learning**

WHMIS  
Hand Hygiene  
Injection Prevention  
and Control  
Donning and  
Removing PPE

**Trainings and Workshops held in GVM**

Feeding with sensitivity with Linda Davidson  
Substitute Decision Making and the Role of the Public Trustee  
Safe Handling and Mobility with Alice Bangay  
PACE Training with Alice Bangay  
Donning and Doffing PPE  
CPR Training  
Momentum Training with Laurel Pizarro  
Ceiling Lift Training with Erin Johnson  
Inappropriate Sexual Behaviors with Karen Bennett

In addition to the above initiatives and education sessions, the Nursing Department also advances quality by leading and supporting a variety of essential committees (see committee updates section of this report).

# Departmental Reports

## Recreation Department

The importance of recreation in long term care was certainly highlighted during the past year with Covid severely limiting visitation by family and friends and restricting residents from venturing into the community.

The Recreation team was strongly supported by GVM administration in carrying out their fundamental mission of engaging residents in meaningful activity. The team was creative and resourceful in finding ways to continue with the majority of recreational programs while abiding by public health protocols. Group sizes were reduced which sometimes meant running subsequent sessions of the same program to accommodate those who wanted to participate. This was possible as most activities were being undertaken in the unit solariums, effectively eliminating the time required to transport residents to and from the Assembly room. All infection control processes were upheld by making simple adjustments such as substituting disposable bingo cards for the reusable type, or assigning exercise equipment to individuals rather than sharing equipment. Although the Recreation staff was not heavily involved in organizing family visitation, they did take the lead in connecting residents with family for 'virtual visits' via platforms such as Facetime and Messenger.

Our new virtual projection system, the Omni Mobii, which was funded by the GVM Foundation, gave us another 'Covid friendly' option for engagement. It provides sensory stimulation and the opportunity for physical activity as residents interact with the images projected onto a table or the floor. Surfaces can be easily disinfected and no extra equipment is necessary. The system is highly responsive, and therefore very beneficial for use with those with dementia.

Covid related restrictions have had the greatest impact on community engagement. The individuals and organizations we depend upon, for both support and entertainment, were unable to come into the building for most of the year. However, we were able to connect either 'virtually' or in a 'socially distanced' manner with some of our supporters. The 14 Wing Pipe and Drum Band performed in the garden with residents watching and listening from the windows. In July, we welcomed the classic car club from the New Minas area for a socially distanced drive by, and in October, the Berwick Brownies donned their Halloween costumes for a parade and party in the garden.

Maintaining a mutually beneficial partnership with our educational institutions has always been part of our mandate. This year, we supported virtual learning opportunities for students pursuing education in the field of therapeutic recreation. Six students from Canadore College, under the guidance of one of our recreation programmers, planned and implemented a series of programs in November and December. Another Canadore student completed an in depth six week virtual practicum between February and April, and although there were some challenges involved, we were able to assist her in completing the majority of required outcomes for her course, and she was actually able to develop some great relationships with a number of residents who hope to meet with her in person at some point in the future. We were permitted to have two social services students from NSCC complete in person practicums during their final semester. These students had the opportunity to be mentored by the full time staff and explore long term care as an option for future employment.

Although we look forward to returning to 'normal' in the upcoming months, our team is reflecting with pride on what we have accomplished over the past year, as well as admiration for the resiliency of our residents during this time.



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.



**NEW PICTURE OF BEAUTY SHOP**

# Departmental Reports

## Nutrition and Food Services

The Food Services Department has had a challenging year with the dining rooms closed to serving our residents. Instead, meals were sent on trays to the units. Orchard View and Fundy Villa Apartments meals were delivered by staff working in the apartments in foam containers. We were fortunate to have adequate staffing over the past year as well as access to supplies of food, chemicals, paper, etc. through weekly orders and the diligence of our food service manager.

The menu runs on an 8 week cycle for the summer season and a new cycle for the winter season where items are modified to accommodate a variety of diets and textures. A majority of the food and meals are prepared on site where we support local businesses as much as possible when purchasing product.

### Staffing:

- 24-Full Time and Part Time
- 1-Food Service Manager
- 1-Clinical Dietitian
- One staff member retired (Sandra Mapplebeck)
- Two on extended sick leave
- One returning from mat leave in May/21
- One on extended mat leave (Sept/21)

### Long-term Employees:

- Judy Rockwell (38 years)
- Linda Mapplebeck (31 years)
- Elaine Parker (28 years)
- Linda Davidson (28 years)

### Served Approximately:

- Residents (142)- 155,490 meal days
- Orchard View -11,680 meals
- Fundy Villa-13,140 meals
- Staff Meals-4744 meals
- Guest/Complimentary-0-Due to Covid-19



We are with Complete Purchasing Services (we receive annually rebates cheques)

# Departmental Reports

## Maintenance Department

In our Maintenance Department, we have 2 full time Maintenance Workers with a Maintenance Manager. In the past year, our team has completed 3825 preventative maintenance work orders, regular facility work orders, and preventative maintenance tasks. Our maintenance team is also responsible for all grounds maintenance such as lawn mowing and 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

- Boiler replacement project
- Pergola staff/visitation

### GVM Facility Renovations

- Renovated Nurse station R/W
- Renovated Nurse station Chase unit
- Renovated Nurse station Ross unit
- Renovated Nurse station Franny unit
- New Kitchenette Chase unit
- Ross Solarium Reno
- Housekeeping storage
- OV floor project

### GVM Repairs and Upgrades

- Boiler room valve replacement
- New washer laundry
- New Dryer Laundry
- New water pump main well
- New circulators heating system
- New Hot water Tanks OV Apartments
- Orchard View Roof
- Generator Orchard View Roof
- Fire and sprinkler upgrades



# Departmental Reports

## Environmental Services

The Environmental Services Department has once again demonstrated their dedication and high standards for cleanliness and sanitation this past year. With the pandemic, the team has adapted to new infection prevention and control procedures that are now a standard in our facility. They have worked hard to ensure a safe and healthy working environment for the almost 300 staff and for the homes of 212 residents and tenants. The Environmental Services Department 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:

<b>Sally Kervin</b>	<b>40 Years</b>
<b>Margie Arenburg</b>	<b>20 Years</b>
<b>Tina Lonergan</b>	<b>33 Years</b>
<b>Jackie Crowell</b>	<b>32 Years</b>



We also had several new staff join our family this past year; **8 in total.**

**Thank you for all your hard work!**

# Departmental Report

## Physiotherapy/Occupational Therapy and Mobility Report

The primary focus of the Therapeutic Mobility Services Department is to assist residents in maintaining and or improving mobility and function, when possible. Mobility includes walking, foot or hand propelling a wheelchair, or other functional movements, such as transfers.

Skin integrity continues to be a priority that is dealt with through the provision of specialty mattresses, positioning and heel booties. The Occupational Therapist (OT) participates in monthly rounds with the Wound Care Team.

Therapeutic Mobility Services operates Monday through Friday. Our new Physiotherapist (PT), Kathryne Finnemore, works one day per week, focusing on assessing residents' mobility needs and goals, and providing direction to the Therapeutic Mobility Assistant, Alice Bangay, who works full time. The Occupational Therapist, Cynthia Osborne, works 3 days per week.

Over the past year, we have seen 57 new admissions. Each admission is assessed by the PT and TMA to determine an appropriate and safe transfer. OT will assess the resident for an appropriate wheelchair or therapeutic support surfaces, if needed. 43 of our 142 residents use the mechanical lift for all transfers.

The Physiotherapist provides detailed and personalized exercise plans for residents to maximize their ability to reach their mobility goals. The exercise programs are then carried out by the TMA throughout the week. In this past year, the PT has also assessed and provided residents with different types of braces. Bracing is used to prevent further contractures or provide support for better mobility. The PT is also responsible for providing residents with mobility aids such as walkers, and ensuring that they remain in working order. The PT works closely with the OT to assess the need for safety equipment installation in residents' individual rooms, as well as assessing a resident's need for a wheelchair.

The Therapeutic Mobility Assistant (TMA) and OT are involved in Safe Resident Handling & Mobility Committee that meets monthly, reviewing staff and resident safety, falls, restraint use, relevant policy reviews. The TMA, Alice Bangay, continues to co-chair the

Joint Occupational Health and Safety Committee as well as provides 4 hours of orientation training to all new staff on safe resident handling.

The OT provides detailed seating/wheelchair assessments, prescriptions, repairs, maintenance and modifications to meet the various complex seating and positioning needs of each resident, aiming to provide safe mobility and seating for our residents. This year, the OT has completed 37 funding requests for wheelchairs, 15 funding requests for specialty mattresses and 19 funding requests for various component replacement or repair. Most of these requests utilized the Red Cross Specialized Equipment Program. There are currently 68 residents who use wheelchairs and 26 residents who use specialty mattresses for pressure injury management. The OT is also responsible for providing appropriate and safe wheelchairs or therapeutic support surfaces owned and maintained by Grand View Manor for residents waiting for requested equipment. The OT is also responsible for monitoring safe use of power mobility devices within the facility including use of standardized assessments. Driver training is overseen by the Occupational Therapist but is carried out by TMA or OT. In the 2020-2021 fiscal year, there were 2 residents with power wheelchairs and 1 was provided with training. OT continues to be consulted on safety equipment for resident rooms and staff safety.

Grand View Manor has been approved for a pilot project for safe resident repositioning device for wheelchairs, called the Paraglide. Data collection has begun. This will roll out in the next fiscal year.

# Departmental Reports

## Social Work / Assistant Director of Care

April 1<sup>st</sup> 2020 to March 31<sup>st</sup> 2021 saw Grand View Manor welcomed 44 new residents to our home, while 5 transferred to a nursing home of their preference in a different community to be geographically closer to their families. Sadly, we lost 40 residents during this year.

This year was significantly different from the previous years as GVM had to close down 4% or 6 beds of the total bed capacity. This was part of the COVID pandemic planning to accommodate the creation of a COVID wing should GVM have a resident test positive for COVID.

Care Conferences are a time for each resident and their family to come together and connect with the interdisciplinary team. During these meetings, a resident's overall status and their care plan goals are discussed and reviewed. Care Conferences were held virtually this year, to ensure families continue to be provided the opportunity to be involved in the meeting despite COVID restrictions. There were a total 136 Care Conferences held this year.

The pandemic has impacted the long term care sector significantly, leading to facility closures and visitor restrictions. Ever-changing restrictions dictate if and how families can visit their loved ones. Through it all, GVM's focus on resident needs remain at the forefront. GVM is proud to report that in the last year, we have welcomed 3,665 visitors. Visits ranged from outdoor visits under a tent, indoor visits in the Assembly Room, to more restricted visits in resident rooms. At times when restrictions did not allow for any visitors, families were able to connect with loved ones through video calls on government-issued iPads.

# Committee Reports

## Wound Care Team

The wound care team, led by Dr. Robin Bustin, 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.

## Pharmacy and Therapeutics Committee

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

Key items discussed and reviewed during committee meetings include the following:

- Changes to best practice guidelines
- Infection rates and antibiotic use
- Medication class usage and trends
- Medication errors and improvement in processes
- New supplemental products available in the market

## JOHSC Committee

This year, Alice Bangay took over as co-chair for the JOHSC Committee alongside Vicki Hannaj. Currently, all members are going through the JOHSC training through Aware-NS which provides training and resources for sustaining a JOHSC committee and utilizing the Internal Responsibility System (IRS). The committee has also been included in all Employee Incident Reports in order to create solutions for a safe working environment. The committee continued to have monthly Tool Box Talks where they focused on ways to remain safe both at home and in the facility along with new subjects surrounding the pandemic.

During the pandemic, the committee adjusted the attendance to 6 members in order to maintain public health guidelines while ensuring all members were included with follow up discussion.



## 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 (restrictions permitting)
- Staff BBQ's throughout the year
- December door decorating contest
- Halloween decorating contest
- Friday Treats
- Springtime flea market, BBQ and 50/50 ticket sales

## Resident Council/Family Mingle

Monthly Resident Council meetings provide the opportunity for residents to discuss aspects of daily life at GVM where meetings are held on the last Wednesday morning of each month. COVID guidelines have prevented residents from coming together in large formal groups and therefore back to back sessions are held on two different units each month to ensure all residents still have opportunity for involvement if desired. The standing agenda for the meetings include updates on staffing changes, building projects, infection control processes, recreational programs and the menu, with a round table segment so residents can bring up any other questions or concerns. The minutes of the monthly meeting are forwarded to all departmental managers so any issues can be addressed as they arise, and printed copies are placed in a binder located in the front lobby.

Like Resident Council, Family Council is a forum for family members to discuss aspects of the facility and the residents. It is not meant to be resident specific, but rather an opportunity to ask questions or discuss general issues which may be impacting a number of residents. During the past year, while staff focused on helping residents to maintain contact with family members and friends through both virtual, scheduled, and on site visits, the Family Council meetings were put on hold. Meetings resumed in May of this year and will be held quarterly. We welcome input from family and hope to see an increase over the upcoming year in the number of family members engaging in the council meetings. Notifications of upcoming meetings will be sent to family with the monthly statements, via e-mail, and posted on the Facebook page. Minutes from the meetings will be sent out with the monthly statements and printed copies will be placed in a binder in the front lobby.