



Annual Report 2021-2022

CELEBRATING OUR GVM HEROES



The following report is a recap of the organizational year of 2021-2022. Financial Reports are for the year ended March 31, 2022 and are available at 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.	9-19
Committee Reports.....P.	19-20

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



Acting Chair, Emily Lutz

If we have learned anything after two years in a global pandemic, it is how resilient we can be in the face of chaos and uncertainty as a community. When I say community, I mean both the wider community in Berwick and Kings County, but also our community at Grand View Manor. When it has seemed like the cracks in our collective foundation were too much, or like the obstacles piling up were insurmountable, our staff have shown us that even in the darkest of times that a smile, the squeeze of a hand, or a kind word in the right moment can be enough to get us through another shift, to a brighter day, to a more hopeful tomorrow.

There are no words adequate enough to express the depth of thanks that the board feels, and that I feel, for our staff and management's handling of this year's challenges. We know staff at every level have been stretched thin and that it takes great courage to show up and persevere when the challenges are as daunting as the ones you have faced. Your efforts and sacrifice are so appreciated, and the board has pledged to do everything in our power to lighten your load as we move forward into whatever comes next.

As if COVID-19 was not enough of a challenge, we have been hard at work navigating other changes. The planning of our new building is a job in itself, and the hours that Menna and her management team have put into crossing all the t's and dotting the i's has been exceptional. A project of this magnitude and complexity needs strong leadership and great support partners, which we are lucky to have. We are bidding farewell to our long-time Director of Finance Carol Breckon this year, and her expertise, diligence, and ability to centre resident care in every financial decision will be extremely difficult to replace. Best wishes in your retirement Carol!

Finally, our Chair Jeanette Auger stepped away from the board earlier this year, and she deserves recognition and thanks for the many hours she spent at work on behalf of Grand View Manor the past several years. Board members volunteer their valuable time and deserve a round of applause for their commitment, especially Carol, Michelle, Irvin and James who have concluded their time with us this year. The board has requested I fill in as Chair for the year ahead and I am pleased to do whatever I can to help us best complete our work, which is to cultivate the best possible conditions for our staff and residents to thrive within our GVM community and shepherd along the building of their new home.

A handwritten signature in blue ink that reads "Emily Lutz".

Emily Lutz

Acting 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 **2021-2022** fiscal year.

Board of Directors

Executive

- Chairperson – Jeanette A Auger
- Vice Chair – Emily Lutz
- Treasurer – James Allen
- Secretary – Marc Charrier

Directors at Large

Greg Hubbert, Irvin Nicholson, Laura MacNutt, Carol Hiscock, John Nichols and Michelle Roux.



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 storage room/system.

The Foundation, in its twenty-fifth 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.



A few of our Grand View Manor residents enjoying DrumFIT, a cardio-based drumming program, combining physical activity with brain fitness.

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 letters of support to government. Government in turn responded by announcing their support for a replacement facility.

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 the Annapolis Valley have demonstrated their care and compassion.



With Foundation support, we were able to construct a permanent outdoor visiting center that plays a vital role in Family visits and distancing during covid.

Grand View Manor Seniors Foundation Members

- | | |
|------------------------------|-----------------|
| Chairperson | Larry MacDonald |
| Eric Sturk | Shoneth Salsman |
| Vice Chairperson | George Moody |
| Brian Hirtle | Betty Woodworth |
| Treasurer | Marilyn Howlett |
| Rob Graham | Vicki Cobham |
| Secretary | Beth Easson |
| Annette Morash | BJ Flieger |
| CEO, Grand View Manor | |
| Menna Maclsaac | |

CEO Message



CEO/Administrator, Menna MacIsaac

"Something good can come from something bad" This was evident in the challenges we confronted with the GVM Covid outbreak and in the teamwork displayed in bringing us through this past year.

Concern for residents and staff during the outbreak was a shared responsibility. Factors contributing to the outbreak included shared resident rooms and washrooms, as well as covid spread in the community. Front line staff and management from all departments, regardless of role, worked extended hours to provide resident feeding support and care. The environmental services staff played a crucial role in the exceptional disinfection and providing additional laundry services. All staff took the time to hold a hand so that residents were not alone during the time when there was reduced designated caregivers and family visiting. The recreation department, pastoral care and the beauty shop were fundamental to engaging our residents and keeping their spirits up. Special thanks to designated care givers for their essential role in caring for their loved ones as a part of the care team. In particular, I wanted to acknowledge the leadership provided by our infection control nurse, Director of Care and the nurse managers, along with human resources who provided leadership and resiliency in managing the outbreak and recruiting replacement staff.

Thank you to health system colleagues in the Department of Seniors and Long Term Care, the Health Association of Nova Scotia, the Nursing Homes Nova Scotia Association and Public Health and Infection Control from the Health Authority for your support in staff recruitment and infection control.

Covid also shone a spot light on CCA's as the backbone of long term care and resulted in a well-deserved salary increase. Management and the Board are committed to advocating for recognition of other service departments in Long Term Care.

While in the midst of regular operations and covid management, we also embarked on the design of our replacement facility with architects Nycum and Associates and project management at Grey Cardinal, along with input from residents, families, staff and management. This will be a new home for our residents and a new workspace for GVM staff.

The word that sums up this past year is Gratitude! Gratitude to the Board, management and staff, families & Health system partners.

Sincerely,

Menna MacIsaac

Menna MacIsaac

CEO, Grand View Manor

CEO Highlights – Year in Review

Advocacy

We have been diligent in our advocacy to the Department of Health for the required needs of GVM residents and staff including ongoing communication on the needs for planning the new facility, submitting a request 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. Using the Enterprise Wide Risk Assessment (EWRA) Framework, we have continued throughout the year to address identified risks. 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. This report, including Departmental and Committee reports, speaks to our focus on quality.

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
- Central storage room
- Outdoor visiting center is constructed
- Updating the Rainforth Wagner/Chase Unit Nurse Stations
- Remodeling Franey Unit Nurse Station and Doctor's Office
- New roofing and flooring for Orchard View and roofing on generator building.

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
- Boiler 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 Admin Team

Director of Care – Kim Ward
Director of Finance – Carol Breckon
Assistant Director of Care – Laurel Pizarro
Nurse Manager – Carrie White
LPN Manager – Amanda Skinner
LPN Manager – Tammy Crossland
Manager of Food Services – Judy Rockwell
Clinical Dietitian – Linda Davidson
TMA – Alice Bangay
PTA – Emily Stacey

Manager of Enviro. Services – Jessie Sinclair
Manager of Recreation – Leighanne Tate
Maintenance Manager – Greg Lee
Human Resources – Jillian Barkhouse
Executive Assistant – Annette Morash
Payroll Clerk – Liz Jones
Billing Clerk – Darlene German
Scheduler – Charissa Hall
*IPAC Nurse – Randi Levasseur
(*Infection Protection and Control)

Departmental Reports

Director of Care and Nursing Department

Nursing Management

The Nursing department has faced many challenges in the past year facing a staffing shortage and then a facility wide COVID outbreak. We have had two RN managers resign and have since hired two LPN managers. The positions were filled by Amanda Skinner and Tammy Crossland. The team has continued to focus on Quality and Risk Management as well as Infection Prevention and Control practices.

Recruitment and Retention

GVMCCC, has been facing challenges in nurse recruitment as is the entire healthcare sector, the core management team and Human resources coordinator have remained resilient and have worked on outside of the box solutions to increase staffing complement. We are working with 4 agencies that are providing RN, LPN and PSW relief for GVM. We have been welcoming CCA students from NSCC and People Worx to complete clinical assignments and recruit as many students as possible. We have increased our complement of Auxiliary workers/Long Term Care Aides. Despite the challenges, we have been successful in recruiting several new members to our nursing team over the past year.

Here are the updates for the HR stats.

Total interviews	155
Total hiring	67
Immigration in progress	25
• RN	4
• LPN	6
• CCA	13
• CCANOC	15
• AUX	13
• ENVIRO	5
• FSW	6
• REC/CHAP	4
• MAINT	0
• PHYSIO	1

There are currently 25 CCA applicants from outside of Canada who are working on their immigration documents.

Quality and Risk Management (QRM)

Infection Prevention and Control Initiatives

Infection Prevention and Control - The Department of Health and Wellness has continued their funding of our Infection Control Nurse for another year. Randi Levasseur provides leadership in promotion of infection control practices and manages outbreaks and COVID-19 related updates.

Infection Prevention and Control Certification - The Department of Health and Wellness has provided some level of training for all the Infection Prevention and Control nurses hired on during the Pandemic. Randi Levasseur has however taken the initiative to get her certification for Infection Control. She has currently completed The Infection Prevention & Control Course through Queens University.



**Randi Levasseur, BScN, RN
Infection Prevention and Control
CERTIFIED!**

Pandemic Supplies - We receive the majority of our supplies through Health Association of Nova Scotia. This year we have taken the space previously used for pandemic supplies and completely redesigned and organized it. We have a continual supply of PPE/Outbreak supplies to manage for minimum of 3 – 5 months depending on the level of outbreak.



Outbreak - We had a COVID-19 outbreak in January/February in which we had several instances of COVID-19 virus entering GVM from the community, resulting in an inevitable outbreak. With the support of Public Health, Occupational Health and the Department of Health and Wellness we were able to successfully navigate our outbreak.

COVID-19 Vaccinations - During the fall, Infection Control Nurse Randi Levasseur and Assistant Director of Care Laurel Pizarro, were able to immunize well over 100 GVM residents,

Vaccination Rates Staff - Our flu vaccination rates are 31% for 2020/2021 a decrease from last year of 48% for 2019/2020. It is of note that well over 50% of staff did not report their flu vaccine status. Our COVID-19 vaccination rates are 100% as a result of the mandate.

Professional Development and In-Service Opportunities

Our Occupational Therapist, Cynthia Osborne, has completed the Gentle Persuasive Approach (GPA) Facilitator course. She is now a certified facilitator and can train other staff members on GPA.

In the last year, staff from all departments were provided with training and education opportunities. GVMCCC has now been able to return to normalcy with workshops being held in person as well as online. With COVID having such a huge impact on everyone's mental health, GVMCCC has also provided mandatory workshops focused on mental health and resiliency.

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 2021 to March 2022.

Virtual Training held in GVM

- U FIRST with the Alzheimer's Society of Nova Scotia
- Outdoor Activities for Residents with Dementia
- Ethical Issues and Intimate Relationships in LTC
- Paraglide Web Training
- Wound Prevention Webinar
- A Practical Approach to Diets & Recipe Testing
- Non-Violent Crisis Intervention
- Management and Supervision Crucial Skills
- CANImmunize Clinic Owner Role Demo
- NS Health IPAC Cleaning and Disinfection Lunch and Learn
- Transitioning to the new Staff Schedule Care
- "I Want to Go Home" Exploring Messages from Someone Living with Dementia with Teepa Snow
- Risk Factors and Importance of Wound Prevention
- Mental Health and Resiliency with Elizabeth Eldridge
- Wound Hygiene: A Practical Approach to Biofilm Management in Hard-to-Heal Wounds
- LTC Clinic Flow Flu Vaccination Clinic Information
- Aquacel Ag Webinar
- InterRAI Momentum Information Webinar
- Mental Health Resiliency
- Provincial e-Placement for LTC Change Agent Orientation Session
- Unbreakable Me: Bouncing Forward Not Back
- Coaching Strategies for Leaders
- Refining the Dining Experience
- Highlight on Nutrition: Health Implications of COVID 19 in Older Adults
- Modified Texture Use in LTC: Issues and Complications

Training and Workshops held in GVM

- Feeding with sensitivity with Linda Davidson
- Safe Handling and Mobility with Alice Bangay
- PACE Training with Alice Bangay
- Donning and Doffing PPE
- Momentum Training with Laurel Pizarro
- Antipsychotics 101 with Kam Khosru
- Elements and Benefits of an Intercultural Workplace
- Mental Health Disorders and Responsive Behavior with Karen Bennett
- E-Mister Training
- Taski Machine In-Service
- Nabilone In-Service with Kam Khosru
- Sara Plus Sit to stand Lift In Service
- Vaccine Q and A session with IPAC representatives
- Addressing Burnout and Fatigue in LTC by Dallas Mercer Consultancy
- Narcotic Handling and Policy Review

Staff Workshops and Training held Outside of GVM

- Joint Occupational Health and Safety Committee Training
- Preventing Sprains and Strains by WCB
- Coaching Strategies for Leaders: Conflict, Performance, and Change
- Manager Safety Training with Aware NS

Mandatory Surge Online Learning

- WHMIS
- Hand Hygiene
- Infection Prevention and Control
- Donning and Removing PPE
- Abuse Prevention and Response

Celebrating Nursing/Finance Department Long-Term Employees – Thank you!

Wendy Spencer – 41 years
Heather Miller – 37 years
Lynn Stevens – 35 years
Angela Walsh – 34 years
Liz Jones – 34 years

Angela Morton – 33 years
Joyce Reid-Rogers – 32 years
Tammy Johnson – 32 years
Wendy Ross – 33 years
Carol Breckon- 25 years

Recreation/Chaplaincy/Volunteers/Beauty Shop

Recreation in long term care, and the role of the Recreation Programmer, has been evolving over the past several years, both in response to the large discrepancies in cognitive and physical functioning observed amongst the resident population as a whole, and the increased level of frailty upon admission. The focus has shifted from planning large group activities for 'entertainment' purposes, to providing meaningful engagement in smaller groups or one to one setting, which fortunately, for the most part, could be maintained during the pandemic.

Over the past year we have continued to offer both scheduled, and spontaneous, small group activities on all five of our units. Residents enjoy physical activities such as balloon badminton and volleyball, chair exercises, washer toss, magnetic darts, 'target practice' with nerf guns, and parachute games. Cognitive favorites include crosswords, lexicon, 'Wheel of Fortune', 'Jeopardy', reciting old clichés and rhymes, 'name that tune' and card games.

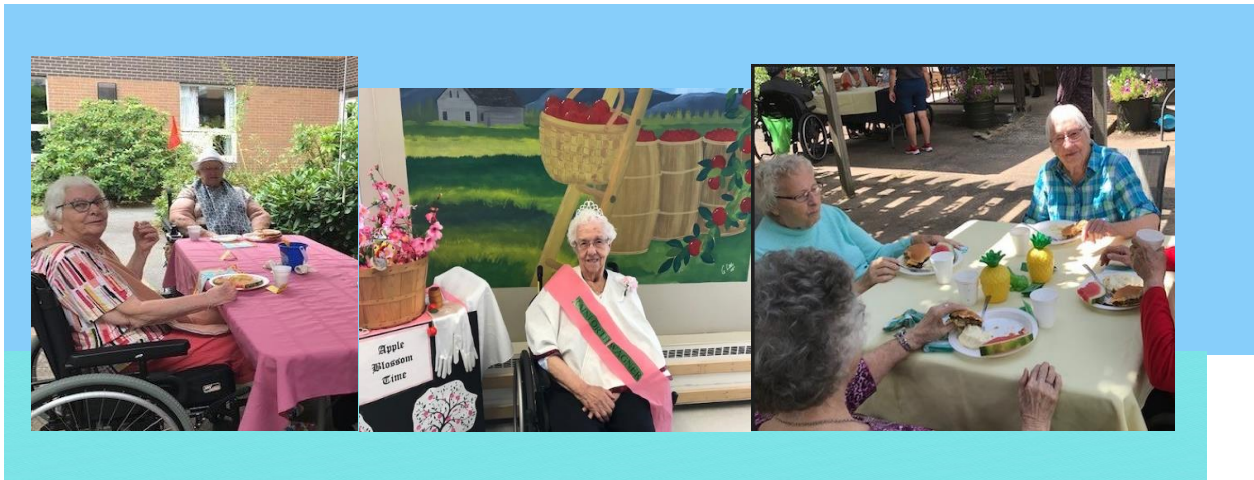
Special theme weeks for 2021 included 'Camp Days' with outside sing a-longs and games, 'Exhibition Days' with a 'refreshment' and music tent, and 'Back to School' where residents enjoyed 'classes' in science, geography, home economics, music and physical education.

Department of Health restrictions eased enough during the summer months to allow for residents to participate in outings on our GVM bus.



Over sixty different residents had the opportunity to join in on one, or more, of twenty five scenic drives we took in 2021 to locations such as Black Rock, Morden, Grand Pre, Greenwood (duck pond and to view the planes at 14 Wing), and Kentville (pumpkin people), Christmas light tours, as well as apple and blueberry picking.

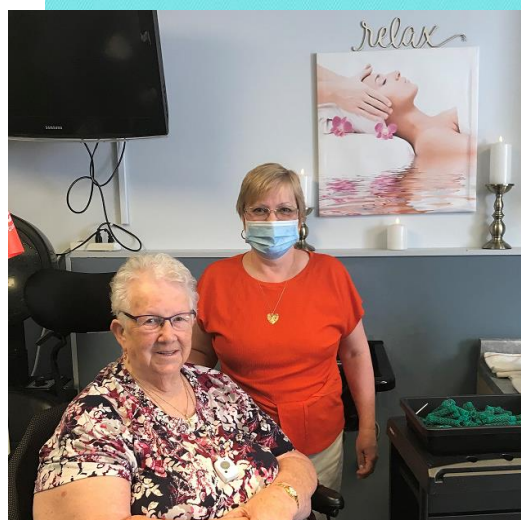
We were pleased to acquire a new Chaplain in 2021 to support the recreation and nursing staff in providing spiritual care for the residents. Reverend Deborah Lonergan- Freake joined the GVM team in May of last year. Rev. Deb is on site 12 hours per week and also available to be called in to provide palliative support as needed. The largest percentage of her time is spent visiting with residents one on one, however, she also offers two separate weekly services for residents of GVM, and Orchard View tenants, on Friday afternoons.



Once again, community engagement was impacted by Covid related restrictions. Volunteers had limited access to the premises for much of the year, however, a few faithful individuals returned whenever opportunity allowed, to visit with residents, offer recreational support, and assist at meal time. The therapeutic recreation student from Canadore College who had previously completed a 'virtual' placement with us, was finally able to join us in person for a period of four weeks to further develop her skills. A number of organizations, including Berwick School, Berwick Brownies, the West Kings High School Learning Center, and the Valley Community Learning Association, along with some individual community members, chose to show their support for GVM by dropping off cards and decorations for holidays and special occasions, which was greatly appreciated by both residents and staff.

As a team of five in a building with 142 residents, the members of the Recreation Department would like to acknowledge, and express their appreciation to, the staff from all of the departments who, in the absence of family members and volunteers, have engaged and uplifted the residents in so many small ways throughout the challenging days of the past year.

GVM Hair Stylist, Shirley Ritchie and GVM resident, Betty Whitehead.



Departmental Reports

Nutrition and Food Services

Staffing:

Our department is comprised of twenty-four full time and part-time staff in addition to the Food Services Manager and a Clinical Dietician. The majority of meals are prepared on site, with a menu that follows an eight-week cycle (summer and winter). With the acuity of our residents, a significant number of meals are modified to accommodate a variety of diets and textures for both food and drink.



Long-term Employee Retires

Elaine Parker retires after 28 years of service.

Long-term Employees:

Judy Rockwell (39 years)
Linda Mapleback (32 years)
Linda Davidson (29 years)

Strengths:

Staff knowledge of the facility and residents, and the community they have lived; long term commitment of the staff who provide positive respectful interaction with residents at mealtime: all part of one team and enjoy the work they do.

The Department provides meals for GVM residents and staff, in addition to family and guests during special events and holidays. We also provide meals to the tenants of Orchard View, assisted living and Fundy Villa, enriched housing.

It has been 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 to be able to accommodate the needs of residents, tenants, staff and families during this difficult time.

Meals:

Following are the meals served in the past year:

- Residents (142) – 155,490 per year
- Orchard View – 12775 meals
- Fundy Villa – 13,140 meals
- Staff Meals – 5475 meals
- Guest/Complimentary – 0- Due to Covid -19

Now we are with Complete Purchasing Services and receive annual rebates cheques.

Memberships:

N.S. Dietetic Association; Dietitians of Canada (incl Gerontology Network)
Complete Purchasing Services (CPS)

Committee Involvements:

Pharmacy and Therapeutics
Resident Food Council
Ethics
Wound Care

Palliative Care
JOHSC
Infection Prevention & Control
Staff Health and Wellness

Opportunities:

Collaboration with District Health Authority, e.g. sharing of info, such as resident transfer, etc.; drawing from information technology, resources, from AVDHA, Acadia University.

Improving the Dining Experience:

GVM is always looking for extra assistance in feeding residents at meal times, including volunteers. The number of residents requiring total feeding has increased, and many require over half an hour to feed. Feeding with Sensitivity/Staff Orientation: 8 in-services were held over the past year by Linda Davidson, with 34 staff attending.

Each unit has a description of the tray cards used and how to interpret information on individual residents regarding textures, allergies, feeding assistance, etc. as well as suggested videos that can be viewed by nursing/auxiliary staff regarding feeding.

Departmental Reports

Maintenance Department

Early this year, we welcomed Tyler Benjamin to the Maintenance Department. The team consists of Tyler, who has 16 years of plumbing experience, Joe Grant, who has over 30 years of mechanical experience, and Greg Lee, a Red Seal Electrician and certified refrigeration mechanic as the Department Manager. In the past year, our team has completed 3880 preventative maintenance tasks and general maintenance work orders which include, facility repairs, landscaping and grounds maintenance, and equipment repairs for all departments. 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 repairs and Upgrades:

Wagner Unit Kitchen/Dining Room
OV Deck Replacement
GVM Visitation Pergola
New Oil Fired Boilers



Departmental Reports

Environmental Services

The Environmental Services Team truly SHINED this year! On top of the COVID-19 outbreak, the team also faced the mighty challenge of a gastrointestinal outbreak and yet they maintained strong infection prevention and control practices and procedures in order to reduce the spread of infection. The Housekeeping Team held the highest of cleanliness standards. In addition to their regularly scheduled cleaning, the team performed top-to-bottom resident room cleaning, known as room deep cleans. The deep cleans include walls, curtains, light fixtures, furnishings and personal belongings. While deep cleans are performed once a month, during outbreaks, the deep cleans were performed two to three times a month.

Behind closed doors, the Laundry Team was pushed to their limits to maintain their usual 24-48 hour turnover of clothing while adding the increased levels of soiled curtains, linen, and towel items during the outbreaks.

Both teams adjusted their duties, their schedules, and their regular routines for the safety of both the residents and the GVM staff and we cannot be more proud of their tremendous hard work!

I would like to identify two major achievements the team had this year: they had one of the best attendance records in the facility even with the outbreak; and they maintained a strong sense of kinship and positivity even in the most difficult of days.

As a new manager of this department, I can say with a full heart that I have not worked with a more dedicated team than I have with the GVM Enviro Family.

Thank you sincerely, from the bottom of my heart!



Departmental Reports

Therapeutic Mobility Services

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

The Department staff team includes a full-time occupational therapist, (OT), a full time therapeutic mobility assistant (TMA), and a physiotherapist (PT) working one day a week. During the year, we added a rehab assistant (PTA).

All residents are assessed for mobility, safe transfer, as well as any aids needed to improve safe mobility. The OT manages the Specialization Equipment program providing appropriate and safe wheelchairs or therapeutic support surfaces maintained by GVM. The physiotherapist provides detailed, personalized exercise plans for residents to maximize their mobility goals. The therapeutic mobility assistant works hand-in-glove with the others on the team including implementing equipment training and adjustments and working with residents to implement the prescribed exercise program.

The current composition of the GVM resident population includes 69 people using wheelchairs, numerous people using walkers, 43 who require lifts for all transfers and 29 residents requiring specialty pressure sensitive mattresses.

With mobility challenges, skin integrity is always a priority of care. The occupational therapist is a member of the multi-disciplinary Wound Care Team and Committee who promote wound prevention and management, assessing residents weekly.

**Resident Jean Louise Beckwith
with GVM's Therapeutic Team:
Kathryne Finnemore, Cynthia
Osborne, and Alice Bangay**



OT and members of the Safe Resident Handling & Mobility Committee meet monthly, reviewing staff and resident safety, falls, restraint use, relevant policy reviews. TMA continues to co-chair the Joint Occupational Health and Safety Committee. Alice and Cynthia provide 4 hours of orientation training to all new staff on safe resident handling.

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. In this fiscal year, the OT has completed 46 funding requests for wheelchairs, 15 funding requests for specialty mattresses and 28 funding requests for various component replacement or repair. Most of these requests utilized the Red Cross Specialized Equipment Program.

Cynthia also completed training and is now a Gentle Persuasive Approach (GPA®) Certified Coach. GPA is a practical program that helps educate care providers on delivering person-centred dementia care. Cynthia will begin facilitating GPA education sessions with all staff in the coming fiscal year.

Grand View Manor participated in a Continuing Care Innovation Pilot Project for a safe resident repositioning device for wheelchairs, called the Paraglide. The Paraglide is a device that can reposition a resident in their wheelchair at the push of a button with hourly reminders. Ten Paraglide devices were provided to Grand View Manor and installed by the Occupational Therapist. Data collection occurred weekly and the project was completed in December of 2021. Not only did the Paraglide help reposition residents more frequently for their skin health, but did not require staff to manually reposition them. Over the 14 weeks of data collection, there were 728 repositions across the 10 Paraglide devices at GVM and is estimated to have saved approximately 358 hours of staff time.

Committee Reports

Wound Care Team

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

Joint Occupational Health and Safety Committee

This year, Jessie Sinclair became the interim Manager of Environmental Services and the Emergency Management Coordinator and thus became the co-chair for the Joint Occupational Health and Safety Committee (JOHSC) alongside Alice Bangay, the Therapeutic Mobility Assistant. The JOHSC team increased their participation in safety by creating the Mental Health Sub-Committee which focuses on employee satisfaction and support, an extremely successful committee during such challenging times, and creating initiatives to build on Workplace Safety Culture such as updating inspection documents, meeting participation, and safety talks. Even during the COVID-19 outbreak, JOHSC continued their monthly meetings with social distancing with focus on Infection Prevention and Control, employee well-being, and employee injury report analysis. Alongside the IPAC Nurse, JOHSC members became one of the main sources of safety practices during the COVID-19 outbreak by providing feedback on pre-caution procedures, chemical contact time, and hand hygiene to name a few.

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:

- 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 Council

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 groups and therefore back to back sessions are held on two different units each month to ensure all residents still have an opportunity for involvement if desired. The standing agenda for the meetings includes 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.