



Annual Report 2022-2023

CELEBRATING OUR GVM HEROES



The following report is a recap of the organizational year of 2022-2023. Financial Reports are for the year ended March 31, 2023 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.

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

I want to begin my annual report this year by acknowledging that it has been truly wonderful to serve on the Board of Directors for the past six and a half years, and note that I am concluding my term at this year's AGM. I am grateful for the opportunity to have been part of such a wonderful organization, and I hope that I have contributed to a positive vision for this amazing place. I have shared the board table with a number of caring, passionate, and dedicated volunteers throughout the years and I'm thankful to have learned and grown alongside them. Similarly, staff, community, and industry partners have been consistently excellent, caring, and dedicated to all who call Grand View Manor home. We are lucky to live and work in this community.

Despite navigating the global challenges of the past few years with the COVID-19 pandemic, while also planning to build an entirely new building, it seems the universe had a few more challenges in store for the Grand View Manor team this year. With our major flooding incidents this winter, staff and residents' resilience and resolve were put to the test. I am extremely proud of how these events were handled and the speed at which we were able to rebuild and bring our residents home. Our staff were phenomenal from start to finish. We had a great partner in the provincial Department of Seniors and Long Term Care and the Department of Health who supported the GVM Team along the way, as well as incredible project management in Grey Cardinal. Special credit should be given to Greg Lee, whose enormous effort deserves eternal thanks. Grand View Manor's response and experience is being held up across the sector as an example of preparedness, and the government is making real changes based on our experiences to ensure similar incidents aren't repeated.

I leave the board table sad to say goodbye but brimming with optimism. We have a wonderful management team of vibrant, smart, and caring professionals supporting the best staff in the world; we will soon break ground for a beautiful new building that will finally match the quality of care we give every day; and our incoming Chair Brian Hirtle has decades of experience, a giant heart, and is more than capable of leading the board into this next chapter. I am so thankful to have been a small part of the Grand View Manor story.

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 **2022-2023** fiscal year.

Board of Directors

Executive

- Chairperson – Emily Lutz
- Vice Chair – Brian Hirtle
- Treasurer – Monica Savla
- Secretary – Marc Charrier

Directors at Large

Greg Hubbert, Laura MacNutt, John Nichols, Brain Harris, Sheila Stewart and Alison Austin.



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. This year the Board has played a vital role in the architectural design planning of our replacement facility.

The Foundation, in its twenty-sixth year of supporting GVM initiatives, continues to make a difference to the quality of life for our residents. This year, they invested in a spa tub and electronic lift chair. The specialized tub replaces a 17-year-old tub and can be moved to the new facility once it is built.

This is Arjo product picture of the electronic tub lift and spa tub.



The community definitely responded to our call for assistance during our flood and subsequent renovation of the 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. The people of the Annapolis Valley have demonstrated their care and compassion.

**GVM Foundation Annual Fund Raising Golf Tournament
June 9th, 2023
Berwick Heights Golf Course**

**BBQ volunteer
Team with
Brian Hirtle**



**Presentation of the Brian Bathune Memorial Trophy
To the winning team, Dave's Collision- Dean Saltzman, Scott Cooper, Doug Carpenter,
Betty Saltzman.**

Chairperson

Eric Sturk

Vice Chairperson

Brian Hirtle

Treasurer

Rob Graham

Secretary

Annette Morash

CEO, Grand View Manor

Menna MacIsaac

Members at Large

George Moody

Betty Woodworth

Beth Easson

BJ Flieger

I am Grateful

CEO Message



CEO/Administrator, Menna MacIsaac

In reflecting on the past year, we have experienced numerous challenges but I am extremely grateful for how these challenges were addressed.

In January 2023, Grand view manor(GVM) experienced two significant floods resulting in 84 residents being evacuated. How people respond in the midst of an emergency speaks volumes. With water and ceiling tiles forcefully coming from above, GVM management and staff moved residents without hesitation to dry areas in the building. Calmly and professionally they ensured residents were tended to. Other staff moved their beds and made beds with dry sheets. No residents or staff were injured in these floods. This was truly a display of care and commitment by GVM management and staff.

I was also humbled by the willingness of others to step up to provide assistance. On behalf of the board and myself, thank-you to the administrators and their staff of other LTC facilities who opened their doors to care for our residents. We are grateful to the management of both the Department of Seniors and Long Term Care(DSLTC) and The Health Authority for their assistance in finding placements in collaboration with LTC administrators. We want to also acknowledge the Berwick Fire Department, EHS, the Regional Emergency Management Coordinator, Kings transit Authority, Kings Point to Point and Rosedale Home for their assistance in the transportation of residents, supplies and equipment. This was truly a system wide and community emergency response.

I would be remiss not to specifically thank our Maintenance Manager and the maintenance team, as well as our lead Nurse in disaster response for their oversight of the immediate flood response, the restoration of our building, and bringing our residents back home.

In addition to the floods, we continued to confront Covid and other infections within our facility. With tight infection control procedures, we experienced limited impact to our residents. I commend staff for continuing to provide care while wearing masks and other PPE.

Our planning for a replacement facility continues and is on schedule. The design phase is coming to completion with us tendering for a contractor this summer in preparation for breaking ground for the new facility in the fall.

For professional development, I was certified in LEADS and received my Canadian Health Executive Designation.

In closing, special thanks to the Board for their support during this challenging year. we will certainly miss Emily Lutz, outgoing chairperson who has served as a volunteer on the Board for 6.5 years. We welcome Brian Hirtle as incoming chairperson.

With gratitude for your care and commitment.

Sincerely,

Menna Maclsaac
CEO, Grand View Manor

Grand View Manor Admin Team

Director of Care – Kathie Swindell
Director of Finance – Carol Breckon
Assistant Director of Care – Laurel Pizarro
Infection Control Nurse – Randi Levasseur
RN Manager – Natalie Adams
RN Manager – Helen Stoakes
LPN Manager – Amanda Skinner
LPN Manager – Tammy Crossland
Manager of Food Services – Judy Rockwell
Clinical Dietitian – Linda Davidson

Occupational Therapist – Liz Pullin
Manager of Enviro. Services – Jessie Sinclair
Manager of Recreation – Leighanne Tate
Maintenance Manager – Greg Lee
Human Resources – Annette Morash
Executive Assistant – Nancy Bridger
Payroll Clerk – Liz Jones
Billing Clerk – Darlene German
Scheduler – Charissa Hall

The following Departmental reports highlight achievements, commitment to quality care and a healthy workplace culture.

Departmental Reports

Director of Care and Nursing Department

Nursing Management

The Nursing Management team has undergone multiple changes this year. With the leadership of Kathie Swindell, the Acting Director of Care, our team is currently functioning at full capacity with the Assistant Director of Care, the Infection Control Nurse, two LPN Managers and the new addition of two RN.

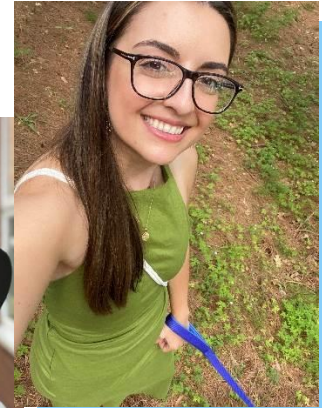
Managers, Natalie Adams and Helen Stoakes. The Nursing Management team continues to focus on resident safety and quality care. The team is also actively promoting a healthy workplace for all staff members.



Clockwise from top left: Amanda Skinner, Randi Levasseur, Kathie Swindell. Laurel Pizarro & Tammy Crossland



*Helen Stoakes, RN
Nurse Manager*



*Natalie Adams, RN
Nurse Manager*

Recruitment and Retention

The challenges in staffing levels throughout the healthcare sector is something GVMCCC has firsthand experience with. Over the last year, there have been multiple full time vacancies across all levels in the nursing department. We value staff safety and strived to have majority of the staffing gaps filled. We have been working closely with staffing agencies to supplement our needs so staff can continue to work in safe conditions as well as take the vacation they all deserve. There have been very few applications for the CCA, LPN and RN roles. Immigration is ramping up with our ADOC as the lead, and HR supporting the processes. We continue to offer student placements to local colleges such as NSCC and People Worx. Students are all given an introduction and warm welcome to Grand View Manor at the start of their placement to hopefully encourage them to apply. We have welcomed a few internationally educated nurses in the last year who are now working as full time CCAs.

Here are the updates for the HR stats.

Total interviews	183
Total hiring	59
Immigration in progress	30
• RN	4
• LPN	1
• CCA	17
• CCANOC	12
• AUX	8
• ENVIRO	4
• FSW	6
• REC/CHAP/HAIRDRESSER	2
• MAINT	1
• PHYSIO	2

There are currently over 30 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 (IPAC) - 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 – Our IPAC designate Randi Levasseur continues to educate herself on the path to getting her Certification in Infection Control (CIC). To become not just an IPAC designate, but an IPAC Practitioner. Attending IPAC Nova Scotia Annual Education conference, including CIC Prep day for the exam. She qualifies to write her exam in the coming year to acquire those three little letters CIC® to follow her BScN designation! As part of that continual education she has joined the IPAC Nova Scotia Education committee. A privilege to be part of the team with other designates and practitioners.



Randi Levasseur, BScN, RN
Infection Prevention and Control

Outbreak – This year has been a tough year with considerable communicable diseases prevalent in the community. Our employees have children in school creating significant drop in attendance due to childhood illness. As well, we have had many visitors come visit their loved ones. In total we have had a six outbreaks for various different diseases between respiratory viruses and gastrointestinal. Some have been localized to a singular unit, while others have been widespread. With the support of Public Health, Occupational Health, and the Department of Health and Wellness we have been able to mitigate the risk as much as possible.

COVID Shift - In the late fall the Department of Health has now shifted from solely thinking about COVID to Respiratory Viruses as a whole. There has been an increase in frequency and amount of all respiratory infections. This perspective has shifted how Public Health manages outbreaks in general. The Health Authority has created a universal guideline for all Long Term Care facilities to follow for Infection Prevention and Control during outbreaks.

Vaccinations – We continue to provide COVID vaccines to all the residents who qualify for COVID. As our last boosters were in the Fall and more will be administered come spring to over 100 GVM residents.

Vaccination Rates Staff - Our flu vaccination rates are 34% for 2022/2023 an increase from last year of 31% for 2021/2022. It is of note that well over 41% 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, Liz Pullin, has completed the Gentle Persuasive Approach (GPA) Facilitator course. She is now a certified facilitator and can train other staff members on GPA. The course is mandatory for all staff at Grand View Manor. We had three other staff members also take the GPA facilitator course so we can deliver the program to staff in a timely manner. The three additional staff members who completed their GPA facilitator's course are Emily Morton (Recreation), Terah McRae (CCA), and Jack Cheeks (Rehabilitation Assistant).

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 on line. With mental health being one of the top priorities for a healthy and safe workplace, GVMCCC has also provided workshops focused on mental health and dealing with stress.

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 2023 to March 2024.

Virtual Training held in GVM

- Personalizing Dementia Care
- Nutrition and Addressing Wounds for Older Adults
- Increasing Hydration in LTC-Evidence Based Strategies
- Live Dementia Care Q&A with Teepa Snow
- Max Your 10 - an approach to Safety that focuses on Human Physiology & Behavioral Science
- Mental health and resilience during COVID pandemic
Job Engagement and Redesign: Playful and Serious Approaches with Dr. Arnold Bakker

Training and Workshops held in GVM

- Momentum Training
- Pharmacy education: Medications and Blood Level Monitoring
- Non Violent Crisis Intervention Training
- U: FIRST
- Gentle Persuasive Approach
- Outbreak Management
- Oral Health Basics
- Code Training for Licensed Nursing Staff
- Lifting and Moving Safely
- G-Tube and Feeding Pump Training

- RN/LPN Scope of Practice and Accountability (NSCN)
- Ninjo Refresher
- Application of Topical preparations
- UTI education
- In Service Arjo Bathing System
- Brief In Service
- Libre Education
- Pressure Ulcer Prevention with Melissa Gosse
- Skin Tear Basics
- Code White Responder
- AwareNS Self Care
- General Orientation

Staff Workshops and Training held Outside of GVM

- Your mental Health and Wellbeing, Paid attendance for managers and staff.
- 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
- CPR Training
- GPA Coach Training
- Sysco Food Service Conference

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 – 42 years

Heather Miller – 38 years

Lynn Stevens – 36 years

Angela Walsh – 35 years

Liz Jones – 35 years

Angela Morton – 34 years

Joyce Reid-Rogers – 33 years

Tammy Johnson – 33 years

Wendy Ross – 34 years

Carol Breckon- 26 years

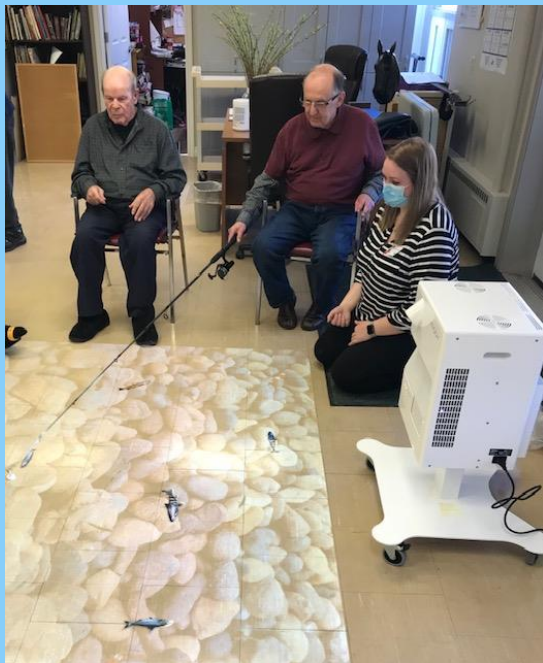
Recreation/Chaplaincy/Volunteers/Beauty Shop

Defined in the dictionary as 'a refreshment of strength and spirit ', the importance of recreation in the daily lives of those we serve cannot be underestimated. It is vital to the provision of holistic care, factoring heavily in the maintenance of cognitive and physical functioning, and in some cases, lessening the dependence on pharmaceutical interventions.

Our dedicated and compassionate Recreation team have used their combined skills, talents, and experience to meet the needs of a diverse and dynamic clientele over the past year, even under challenging circumstances.

All of the Recreation staff completed both code white training and Gentle Persuasive Approach training this year, with one of the staff, Emily, also completing the GPA facilitator training.

The focus for resident programming during this year has largely been on targeting groups of residents with shared interests in an attempt to foster relationships aside from those based on physical proximity within the building. One such group is our weekly men's club which started as a month long trial but based on participation and feedback will continue as a regular program. The men gather on Thursday afternoons to engage in versions of previously enjoyed activities, which are sometimes adapted to ensure success and heighten enjoyment. They have participated in mini golf, virtual fishing, Yahtzee, tabletop shuffleboard and target practice. Other groups operating on the same principle are the baking club, gardening club, chime choir, and trivia group.



Men's Club – Virtual Fishing & Mini Golf

Plans for the upcoming year include the implementation of a peer led spiritual care program with a resident 'choir' made possible by the acquisition of a digital hymnal obtained through funding from the New Horizons for Seniors grant program. The hymnal will also be utilized for the regular weekly church services which continue to be led by our GVM Chaplain.

We continued to facilitate residents' connections to the communities they grew up in, whether by picking apples and blueberries at local u-picks, hosting Berwick Gala Days events at GVM, or re-creating aspects of local festivals on-site such as our in house Apple Blossom parade which both residents and staff love to participate in.

Although it has been challenging to maintain a volunteer presence within the building during covid, we have seen an uptake in the number of 'behind the scenes' volunteers. These individuals, groups and classrooms prepared cards and gifts to be distributed to residents on occasions throughout the year. These contributions certainly brighten the residents' days and are greatly appreciated.



Annual GVM Apple Blossom Parade

To further support the residents' emotional well-being, after a brief closure in the spring due to a staffing issue, our beauty shop is back up and running with two-part time hairdressers providing a variety of services to our GVM residents, as well as the tenants of Orchard View and Fundy Villa.

The Recreation Department, Chaplain and beauty shop are proud to collaborate with staff members from all disciplines to carry out GVM's mission of providing residents with an 'optimum quality of life and an enduring connection with the community.

We are always willing and available to mentor those training to work in the field of recreation or a related discipline. In January and February of this year, we were able to host a student from the NSCC Disability Supports and Services Program for their four-week practicum, and we currently have a co-op student from Northeast Kings Education Centre completing a work experience placement. We were also able to provide opportunities for students from Horton High School, West Kings and Central Kings to complete service learning projects on site.



GVM Beauty Shop

Departmental Reports

Nutrition and Food Services

Staffing:

Our department is comprised of twenty-one full time and part-time staff in addition to the Food Services Manager and a Clinical Dietitian. The majority of meals are prepared on site, with a menu that follows an eight-week cycle (summer and winter). As the residents change in acuity each year, a significant number of meals are modified to accommodate a variety of diets and textures for both food and drink. We are proud to support local vendors as much as possible while still introducing new meals for the residents to enjoy.



Pictured

Judy Rockwell celebrates 40 years of services along with Angela Walsh (LPN) and Lynn Stevens (CCA) with 35 years and Carol Breckon with 25.

Long-term Employees for Food Services:

Judy Rockwell (40 years)
Linda Mapplebeck (33 years)
Linda Davidson (30 years)

Strengths/Opportunities:

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. Collaboration with District Health Authority, e.g. sharing of info, such as resident transfer, etc.; drawing from information technology, resources, from AVDHA, Acadia University. Linda Davidson completed 5 in-services for the Feeding with Sensitivity/Staff Orientation with approximately 40 staff attending. For staff unable to attend a feeding orientation, a short video was available on unit computer home screens to summarize information.

Memberships:

N.S. College of Dietitians & Nutritionists, Dietitians of Canada (including Gerontology Network) & Complete Purchasing Services (CPS)

Committee Involvements:

Pharmacy and Therapeutics
JOHSC
Ethics

Palliative Care
Wound Care
Infection Prevention & Control

Improving the Dining Experience:

The Food Services Department has had a challenging year with the dining rooms closed to serving our residents, due to COVID-19 and RSV infections. 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. 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. Auxiliary staff assist with feeding, delivering and collecting tray carts during mealtime. There is always a need for more volunteers/auxiliary staff. Auxiliary staff have also been very helpful in assisting with fluid passes (blue thermal mugs), juice/water/etc. in the morning and afternoon, in an effort to promote hydration among residents who often don't recognize that they are thirsty.

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.

And finally, out with the old and in with the new! This year, we received a new 2-door reach-in fridge which has replaced the originally 4-door model that came when the facility originally opened over 50 years ago!



Departmental Reports

Maintenance Department

This year, we welcomed Jeremy Vandenhof to the Maintenance Department. The team consists of Jeremy, who has over 10 years of mechanical and electrical experience, Tyler, who has 16 years of plumbing experience, and Greg Lee, who is a Red Seal Electrician and a Certified Refrigeration Mechanic as the Department Manager. In the past year, our team has completed 3745 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.

Facility repairs and Upgrades:

- Enclosed smoking area for employees
- New floors and paint for Orchard View
- Automatic door installs for Orchard View
- New fridge for GVM main kitchen



Departmental Reports

Environmental Services

The pandemic brought many challenges and hardships, but it also brought an elevated focus on infection prevention and sanitization standards. Of course, the Environmental Services Team embraced these new standards and now, after 3 years, continues to and improve on these standards every day.

Like most facilities, one challenge this year was staffing. Fortunately, we have several new additions to the team and we were able to work as a team to ensure employees kept their vacations and enjoyed their time off with their friends and families.

While staffing is always a concern, January 2023 demonstrated two key things regarding the Environmental Services Team; Firstly, even when employees are suffering from short staffing and fatigue, they will respond quickly and professionally with open arms in the event of an emergency, and secondly, they will continue to push themselves to ensure residents are safe and comfortably back in their home where they belong. Over a span of 4 months, the Environmental Services Team was directly responsible for preparing all closed units alongside the restoration company. Not only were they responsible for their usual expectations and standards, but they were responsible for moving all furniture, organizing resident belongings, labelling damaged and salvageable items, stripping and waxing all floors, preparing resident rooms, travelling to other facilities to work and much more.

Regardless of the difficulties, the Environmental Services Team continues to provide excellent services to the GVM residents and OV/FV tenants. We are a small team with large expectations. The team continues to demonstrate their commitment each and every day.

Thank you everyone for holding strong during this challenging year! Now, we are prepared for anything!



Departmental Reports

Therapeutic Support Department

The Department staff team includes a full-time Occupational Therapist OT Reg (N.S.), a full-time Therapeutic Mobility Assistant (TMA) & full-time Rehabilitation Assistant (RA) and currently, two community based Physiotherapist PT Reg (N.S.) for a 2 days/week.

The primary focus of the Therapeutic Support Department is to support residents in the management of both functional and cognitive task performance. When a Resident moves into Grand View Manor (GVM), their transfer status is assessed by a licensed staff (OT/PT/RN/LPN) who determines; the safest method for them to transfer, taking into consideration the physical and cognitive abilities of the individual resident. Additionally, recommend any aids needed to support safe ambulation/transfers. Ambulation (walking), mobilizing (wheelchair use), in addition to assistive device prescriptions, positional support, exercise programs, surface/mattress selections, and mental health support are a few of the common roles the department encompasses. The primary goal of the Therapeutic Support Department is to provide resident-centered care for all of the residents of GVM.

Occupational Therapist provides detailed surface/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 surface/seating for our residents. In addition, the OT provides cognitive and functional assessments to determine the most appropriate occupational intervention to benefit individual resident care as it relates to physical and mental health.

The Physiotherapist provides functional assessments, prescription and implementation of, personalized exercise interventions for residents to support their physical goals.

The Therapeutic Mobility Assistant and Rehabilitation Assistant support the Licensed staff in the department by contributing to implementation of individualized or group interventions with the Residents.

Additionally, the department supports the staff of GVM by providing; education for staff on safe and effective transfers, how to support the residents with independence in task completion, all while maintaining a safe environment while they are working in the Residents' home.

Currently, GVM is home to more than 1/3 of residents using wheelchairs to mobilize within the facility & community, more than 40 that rely on mechanical lifts for all transfers, and nearly 1/3 of residents are supported with the use of specialty mattresses for the management of skin integrity. In addition, various residents rely on the use of walkers, compression/contracture support, dressing aids and adaptive utensils.

As individual's age and our soft tissues become more fragile, in combination with decreased mobility, increased moisture & pressure, and other factors, skin integrity is always a focused point 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 & their care needs, weekly. Nova Scotia's Specialized Equipment Program (SEP) provides appropriate and safe supportive equipment for low or no-fee rentals through Red Cross, under the recommendations of the Occupational Therapist.

The department staff all participate as members of the Safe Resident Handling & Mobility Committee (SRH&M). The SRH&M committee meets monthly to review; resident safety, falls, restraint use, relevant policy reviews, and other topics, which may influence the handling and mobility of residents either in the facility or in community. TMA continues to co-chair the Joint Occupational Health and Safety Committee, which focuses support for staff safety and bridges the connection to the SRH&M committee, ensuring continuity of information sharing

Furthermore, OT & RA have trained as Gentle Persuasive Approaches in Dementia Care (GPA®) Certified Coaches. GPA® is a practical program that helps educate care providers on delivering gentle and safe person-centered actions related to dementia care. All staff of GVM are required to complete the GPA course and recertify each year. Regular courses provided throughout the year facilitate consistent and timely education for all staff.

Wound Care Team

The wound care team, (WCT) led by Dr. Robin ■ Bustin, co-chaired by Amanda Skinner (LPN Manager) & the OT, meet every Wednesday to follow residents' active wounds. The committee meets monthly to review new products, changes to wound care policy and discuss areas for improvement. In addition, the collaborative WCT approach enables professionals to determine the best approach of care and share information from various disciplines as it relates to wound care, management and prevention. This year the team has begun including supportive equipment for the management of wounds that develop because of contractures. These include Pucci® Inflatable Resting Hand Splints, Adduction Prevention bolsters, and custom thermoplastics. Since implementing this team based approach to wound care, GVM has seen an overall reduction in the number and severity of wounds, in addition to a decrease in the length of time in which wounds heal.

Joint Occupational Health and Safety Committee

The JOHSC team continues to elevate the safety culture for GVM employees and this year was no exception. This year was the first year GVM had a Health and Safety week which also included honoring employees who were injured in the workplace by holding a moment of silence for the Day of Mourning in April. For Health and Safety week, employees had activities each day which focused around all types of safety including psychological wellness. In addition, GVM had their first Employee Satisfaction Survey which yielded great feedback from almost 100 employees. And finally, JOHSC members are expected to have non-JOHSC employees complete Safety Inspections every other month in order to promote safety awareness. Overall, the team continues to increase the safety culture and we have big plans for this new fiscal year.

Resident Council/Family Council

Residents and family members have the opportunity to formally provide input and feedback on processes and day to day life at Grand View Manor via regularly scheduled meetings.

The Resident Council meetings are held monthly with resident representation from each unit. Updates from all departments are provided to residents and any questions or concerns are addressed at the meeting or conveyed to the appropriate manager for timely follow up.

The Family Council meetings take place quarterly with in person meetings resuming in May of last year. Attendance is open to all family members as well as nonrelative substitute decision makers. The purpose of the meeting is to provide updates on such topics as infection prevention and control, staffing changes, any ongoing and upcoming projects (including the new facility), and departmental news, as well as for the discussion and potential resolution of common concerns, and the provision of education on topics such as dementia or palliative care. Going forward the hope is to host the meetings in a hybrid format (both in person and virtually) to increase access.

Minutes are maintained for both meetings and can be viewed in the binder located on the table at the front door. Family Council meeting minutes are also e-mailed to family members and other attendees.