



Annual Report 2023-2024



The following report is a recap of the organizational year of 2023-2024. Financial Reports are for the year ended March 31, 2024 and are available at www.grandviewmanor.org

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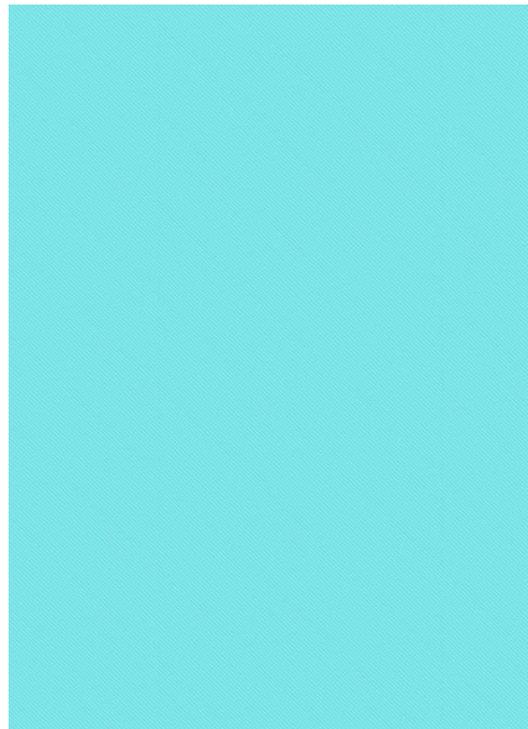
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Vision, Mission, Values and Strategic Directions

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

Board Chairperson, Brian Hirtle

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 year, and look forward to the bright future our community has. I am grateful for the opportunity to have been part of such a wonderful organization, and I hope that I have contributed positively towards this amazing place.

A New build, A New administrator, some new board members to help carve out the future. I want to thank the board present and past for getting us to this wonderful place. And the contribution that our Foundation Board plays in the growth of GVM. And last but not least, the staff that truly make this a home. As Chair, I am very proud of you all.

Thank you

Brian Hirtle

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 **2023-2024** fiscal year.

Board of Directors

Executive

Chairperson – Brian Hirtle

Vice Chair – Vacant

Acting Treasurer – Alison Austin

Secretary – Marc Charrier

Directors at Large

Greg Hubbert, Laura MacNutt, John Nichols, Brian Harris, Sheila Stewart and Monica Savla.



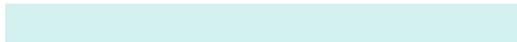
Special Thanks

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.



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 14th, 2024

Berwick Heights Golf Course



BBQ volunteer Team with GVM Board Chair Brian Hirtle



CEO Andrew Holland and Golf Committee Chair George Moody present the Brian Bethune Memorial Trophy to the winning team- Lorne McMullen, Adam McNeil, Bruce McNeil and Zach Balcom.

- | | |
|---|-------------------------|
| Grand View Manor Seniors Foundation Board: | |
| Chairperson | Members at Large |
| Eric Sturk | George Moody |
| Vice Chairperson | Penny Clarke |
| Carol Breckon | Michael Moody |
| Treasurer | BJ Flieger |
| Rob Graham | Rob Graves |
|
 | |
| CEO, Grand View Manor | |
| Andrew Holland | |

CEO Message

Having only assumed the role of CEO and Administrator at the end of April, and in the absence of a “Hello My Name Is” sticker on this page, I feel it is only appropriate to begin this message with a brief introduction. I’m Andrew Holland, and it is with a great sense of excitement and optimism that I join Grand View Manor for this leadership role. I’ve had the privilege of working as an executive in the Nova Scotia Long Term Care field for the better part of the past 5 years and during that time, I am constantly reminded of how resilient, compassionate, and innovative this sector continues to be – with Grand View Manor being no exception.

With the construction of a new replacement building well underway and progressing on schedule, there is even greater cause for excitement and anticipation. This investment in our community not only ensures that care for our seniors remains close to family and friends, but helps to enhance the dignity and level of care they will receive while residing in their new home. I look forward to providing updates to all of you as this project continues to unfold.

Although my tenure here at Grand View Manor has just begun, it is already apparent that we as a team and as an organization have a plethora of opportunities ready to be seized in our future. From expanding our internal organizational structure, to pursuing more capacity building and performance improvement initiatives, to a focus on financial health and sustainability, GVM is poised for growth and further success.

I want to conclude this message by thanking our dedicated staff and leadership team for all of their efforts, day in and day out, to make Grand View Manor a welcoming and caring environment for our residents and their families. To our community partner and stakeholders, I thank you for your continued support and encourage you to stay connected and engaged – the best is yet to come!

Sincerely,
Andrew Holland, MHA, BScN, RN, CHE
Chief Executive Officer
Grand View Manor

Grand View Manor Admin Team

Director of Care – Laurel Pizarro
Director of Finance – Carol Breckon
Assist. Dir. of Care & IPAC 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 – Sophia Melanson

Occupational Therapist – Bernice Nieuwoudt
Manager of Enviro. Serv. – Ovi Andronache
Manager of Recreation – Leighanne Tate
Maintenance Manager – Greg Lee
Payroll Clerk – Liz Jones
Billing Clerk – Vacant
People Ops Coordinator – Charissa Hall
People Ops Coordinator – Brandi
Cochrane

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

Departmental Reports

Director of Care and Nursing

Grand View Manor welcomed Laurel Pizarro as the new Director of Care this year, with Randi Levasseur as the Assistant Director of Care and Infection Prevention and Control.



Clockwise from top left: Amanda Skinner, Randi Levasseur, Natalie Adams, Helen Stoakes, Laurel Pizarro, Tammy Crossland

The Nursing Team launched many initiatives this year to continue providing quality care. We strengthened our palliative care approach with the support of Lesley Hirst from SPA-LTC (*Strengthening Palliative Approach in Long Term Care*). This approach empowers

families and staff to provide personalized and high-quality care for residents living with chronic and life-limiting illnesses. We believe palliative approach is beneficial at any stage in a chronic illness to maximize comfort and respect a resident's wishes. Care is rooted in open and honest conversations so that the personal, spiritual and emotional concerns of residents are heard and addressed.

The Nursing team also implemented a more robust oral health program for our residents. Oral health, especially in the senior population, is paramount to overall health. One of our biggest challenges was finding consistent and accessible dental care for our residents. In order to bridge that gap we welcomed Karen Fletcher, Registered Dental Hygienist into our care team. She runs her own mobile dental clinic, Sweet Valley Smiles, and is able to provide our residents with thorough dental hygiene services including assessment, cleaning, and fluoride application. This has been a huge step in the right direction for our residents' wellbeing.

"I am grateful to have had the opportunity to organize Grand View Manor's Oral Health Program. I am proud to have the ability to work collaboratively with our amazing team while implementing such changes that align with our Vision, Mission, Values, and Strategic Plan. I am excited to see what our future holds!"

- Natalie Adams, Nurse Manager

Grand View Manor is now capturing resident data using InterRAI. This data is then submitted to the Canadian Institute for Health Information (CIHI), which provides comparable and actionable data and information that are used to accelerate improvements in health care, health system performance and population health across Canada. Much of this work is coordinated by our InterRAI Coordinator, Jillian Bent.

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. She continues to be heavily involved in the IPAC community. This year she presented once in the fall and again in the winter as a presenter around challenges in infection control around construction.

Respiratory Outbreaks

In the late fall the Department of Health updated their respiratory guidelines. There continues to be has been an increase in frequency and amount of all respiratory infections. They are easily identifiable from staff's quick response and managed to be small outbreaks. This is seeming to be a new normal.

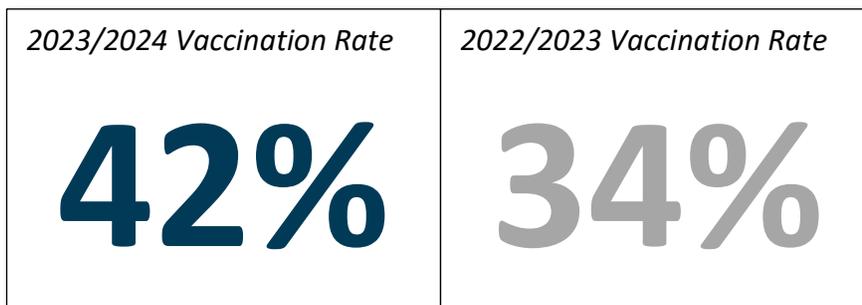
Vaccinations

We continue to provide COVID vaccines to all the residents who qualify for COVID. The clinics have been designed for both Fall and Spring. There is now an updated version of the vaccines Moderna and Spikevax monovalent that provides more protection from different variants of the COVID vaccine, as provided in the community.



*IPAC NS Conference: Pitfalls in Planning
Randi Levasseur, Christine Sherrin, Ashley Surrette*

Staff Vaccination Rates Staff



The increase this year is reflective of a better staff response rate data with only 17% of staff not reporting their flu vaccine status.

Human Resources and People Operations

Grand View Manor is focusing on the recruitment of local candidates. The new People Operations Team is now complete with the recent hiring of the second People Operations Coordinator, Brandi Cochrane. The People Operations Team's primary goal is to focus on building and developing the staff we have so that the culture shifts to a supportive growth culture where people want to stay and people want to work. Strategies used for this have been to encourage and coach the Managers on growing and developing their staff to really invest in them long term.

The following summarizes the key initiatives the People Operations Team has been focusing on:

- Student placements continue and have been successful in recruitment of local candidates
- Job fairs are being attended with the last one being successful with 4 new hires from it
- Communication is a key component of the people team's strategy. People Team Newsletter will soon be starting to roll out quarterly.
- Focus on continuous quality improvements with documented processes and policies and building capacity within the newly formed People Operations Coordinators to take a more active role in interviewing, doing offers to new hires and exposure to conversations between management and staff.
- People Team will also be creating a People Team Annual Plan as per DSLTC Program Requirements. This will provide us an overview of the demographics of our staff which will highlight risks. This plan will also highlight the great things that the people team will do throughout the year for recruitment, retention, building, developing and growing our employees
- Health and Wellness committee is now led by the People Team. This is another piece of the strategy to help boost morale with the staff, and make GVM a fun and spontaneous place where people want to work.

Education and Professional Development

Training and education is crucial to staff professional development. Grand View Manor strives grow their employees by providing them the training and tools they need to be successful in the work that they do.

Grand View Manor has received special funding from the Department of Seniors and Long Term Care (DSLTC) for our innovation projects on mentorship and training.

Grand View Manor hosted a two day workshop for its staff members. We brought in NSCC instructors to support our internationally educated nurses in their transition to nursing in Canada. This included both a skills day and a theoretical theory day. Both days were a huge success.



Supporting our internationally educated Nurses in preparation to for their transition to practice as RNs and LPNs in Canada

This year, we also initiated the Mentorship Program. This program adopts a series of organized methods to train and educate students and new employees using our experienced CCA nursing staff. It aims to model behaviors and competencies for safe practice, to nurture new staff and set them up for success from the beginning.

The Mentoring group went on to develop an orientation checklist, which has been implemented organization wide. The program entails identifying a dedicated staff member, who is not counted as part of core staffing, to ensure a successful experience for new staff on their very first day. First impressions count! This has helped and Encouraged staff to feel welcomed, safe, valued, respected and nurtured.

The mentoring program has been very successful, as demonstrated by the increase in new recruits for both CCA students and PN students.

Grand View Manor also participated in the Wound Care Champion Program delivered through HANS/RNAO (Health Association of Nova Scotia/Registered Nurses Association of Ontario). The program provides frontline health-care clinicians with the knowledge and skills necessary to identify persons at risk for wounds and to implement appropriate preventative and treatment measures, using a systematic, interprofessional, person-centred approach.

“The mentoring program has allowed us to appreciate our most valuable resource – our staff, it has fostered team working and collaboration and works towards building a culture of care we can be proud of.”

- Helen Stoakes, Nurse Manager

This self-paced, multifaceted program will produce health-care clinicians proficient in wound prevention and care who are prepared to lead change in the health community.

"I was the successful applicant to enroll in the HANS/RNAO Wound care champion program that is ongoing into 2024. The course thus far, has provided me with many resources and educational opportunities. I am eager to share this knowledge with the rest of my team here at Grand View Manor."

- Amanda Skinner, Nurse Manager

Our facility wound care team includes a physician (Dr. Bustin), many members of the nursing and management team as well as collaboration with OT/PT team members and our dietitian. We continue to meet quarterly to review processes, successes and the need for further education. We perform weekly rounds to meet with each resident that has been identified for the team to assess. Our team focuses on prevention and management of all wounds. Interventions are implemented when wounds are identified and referrals sent to the interdisciplinary team to put processes in place for optimal wound healing.

Grand View Manor have also been able to tap into DSLTC's Professional Development Fund to support staff who seek out further education to better their practice. Through this funding, we have been able to support a part of the CCAs tuition for bridging to LPNs and our Rehabilitation Assistant's Certification on Clinical Exercise Specialist.

Laurel Pizarro, our Director of Care, also participated in Dalhousie University's Certification in Long Term Care Administration, along with 7 other long term care sector leaders. The program involved six days of intensive study and discussion, with participants hearing from an exceptional range of industry experts and academics. Education on best practice in the core areas of Continuing Care Administration: financial management, legislation and licensing, HR & communications, and operations & continuous improvement were provided. These different strands of discussion were tied together by an overarching focus on the Philosophy of Care, and how the principles of effective, empathetic provision should underpin the day-to-day running of their organizations.

Grand View Manor continues to provide education for staff in a myriad of different ways, ranging from online learning, in person workshops, in-services, hands-on training, and education from external resources.



*The Spring 2024 Cohort for Leadership
In Continuing Care Administration*

"I feel very fortunate to have had the opportunity to complete the Leadership in Continuing Care Administration Program. The program has reignited my passion to lead and advocate, not only for Grand View Manor, but for the entire long term care sector. I hope to continue to empower my team with what I've learned and inspire others to be a voice for our residents."

- Laurel Pizarro, Director of Care

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	Palliative Care
JOHSC	Wound Care
Ethics	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.