



Grand View Manor
Continuing Care Community

ANNUAL REPORT

The following report serves as a recap of the 2024-2025 organizational year. Financial reports are available for the year ending March 31, 2025 and are available at grandviewmanor.org



902-538-3118



www.grandviewmanor.org



110A Commercial St., Berwick NS

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Message from the CEO

Where has the time gone?

It feels like only yesterday I was being warmly greeted as I walked through the front doors of Grand View Manor for the first time. A year has passed, and I'm grateful to confirm that the warmth in the "good mornings" I receive are still as present as the day I began –no "Hello, my name is" tag required anymore.

This, I believe, speaks volumes about our team at GVM. Even in the throes of important work, there is still time taken to create a sense of home and community. This is a collective desire, and one that cannot be achieved without the concerted effort of all involved. In the coming pages, the contributors of this report – our leadership team – will highlight the wonderful accomplishments and dedicated spirits of our front-line staff. They will illustrate their commitment to resident-centredness and complement their compassionate care delivery. As the old saying goes, "they took the words right out of my mouth". But because I know they will gush and boast of the exemplary staff we are fortunate enough to call our own and the accomplishments our team has experienced this past year, I feel compelled to take a moment and recognize them, as their humble nature would never allow for self-praise. I am so very fortunate to have the honour and privilege to work alongside such a motivated, caring, and focused group of individuals. The success that we have seen, and the success yet to come, is led by this dedicated team and realized through their vast expertise and desire for exemplary service. For this, I extend my sincere thanks.

With that, I'm pleased to share the many exciting and progressive initiatives slated for the coming 12 months. It begins with the hot topic on everyone's mind – the new build. With construction well underway for the new Grand View Manor, our attention will be turning to the FF&E process (sourcing all of the Furniture, Fixtures, and Equipment) so that the building itself is ready to service staff and clients come move-in day.



Message from the CEO

Parallel to this is the change management process. To prepare our staff for the numerous changes that exist with a project of this size, we have brought in the assistance of change management experts that will be working with all of our staff over the coming months (and even after we have moved in) to ready them for a new and improved way of functioning. In addition to this monumental endeavour, there are a multitude of projects and initiatives that I look forward to supporting this year. Integrating a fully digitalized human resources platform; transitioning to a comprehensive offsite payroll service; engaging in, and ideally completing, the most recent round of collective bargaining with our union; taking part in a strategic planning exercise and ultimately completing a new 3 year strategic plan; and building more capacity in the organizational structure through the hiring of several newly funded positions are just some of the many pieces of work our team is set to initiate or continue.

As we look to the future of our organization, I cannot help but be filled with optimism and excitement. I thank those of you who have joined us on this journey, welcome those who are new to the Grand View Manor community, and encourage you all to stay tuned for what is yet to come.

Until next year,

Andrew Holland, MHA, BScN, RN, CHE

CEO



Message from the Chairperson

Hello All ,

I want to begin my message this year by acknowledging that it has been a truly wonderful experience serving on the Board of Directors for another year, and I look forward to the bright future our community has ahead. I am grateful for the opportunity to have been part of such a wonderful organization, and I hope that I have made a positive contribution to this amazing place.

I want to thank both present and past board members for getting us where we are today. I would also like to thank the Foundation Board for the role that their contributions play in the continued growth of Grand View Manor. Last but certainly not least, I want to thank all the staff who truly make Grand View Manor a home. As Chair, I am very proud of you all.

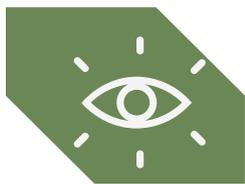
Thank You

Brian Hirtle

Chairperson, Grand View Manor Board of Directors



Vision, Mission & Values



Our Vision

Grand View Manor Continuing Care Community is a home where residents want to live, families and community are engaged and welcomed, and employees want to build a career.



Our Mission

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



Our Values

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



Strategic Direction



Enhance Quality, Compassionate Care

Aspiration: Care is resident-centred, engages families and supports residents' quality of life.



Learn, Lead, Grow

Aspiration: GVM is the best place to work in long term care, staff members are confident in their skills and joyful about their extraordinary team successes.



Renovate and Build

Aspiration: Build a welcoming, well-functioning environment that feels like home, inspires exceptional care and provides a safe workplace.



Enhance Community Collaboration

Aspiration: Grand View Manor is recognized as an integral, valued, vibrant part of the community.



The Grand View Manor

Administration Team

Andrew Holland

CEO

Laurel Pizarro

Director of
Care

Greg Lee

Director of
Support Services

Carol Breckon

Director of
Finance

Leighann Joseph

Director of
People Operations

**Randi
Levasseur**

Assistant
Director of Care
& Infection Control

**Ovidiu
Andronache**

Manager of
Support Services

**Theresa
Thompson**

Admin Assistant
& Billing Clerk

Jessica MacNeil

People Ops
Coordinator

**Sophia
Melanson**

Clinical Dietitian

Leighanne Tate

Manager
Recreation &
Volunteer Services

Liz Jones

Payroll &
Accounts
Payable

Charissa Hall

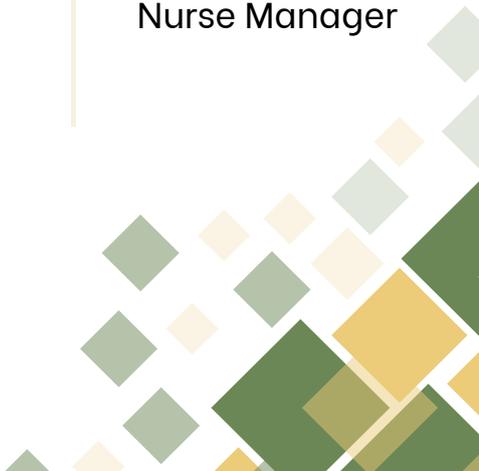
People Ops
Coordinator
& Scheduling

Natalie Adams
Nurse Manager

Tammy Crossland
Nurse Manager

Amanda Skinner
Nurse Manager

Helen Stoakes
Nurse Manager



DIRECTOR OF CARE

Submitted by:

Laurel Pizarro, BScN, RN

Director of Care

At Grand View Manor, our Nursing Team plays a vital role in delivering high-quality care and supporting the overall well-being of our residents. This skilled and compassionate team works collaboratively with all departments to ensure a safe, respectful, and person-centred environment for everyone who calls Grand View Manor home.

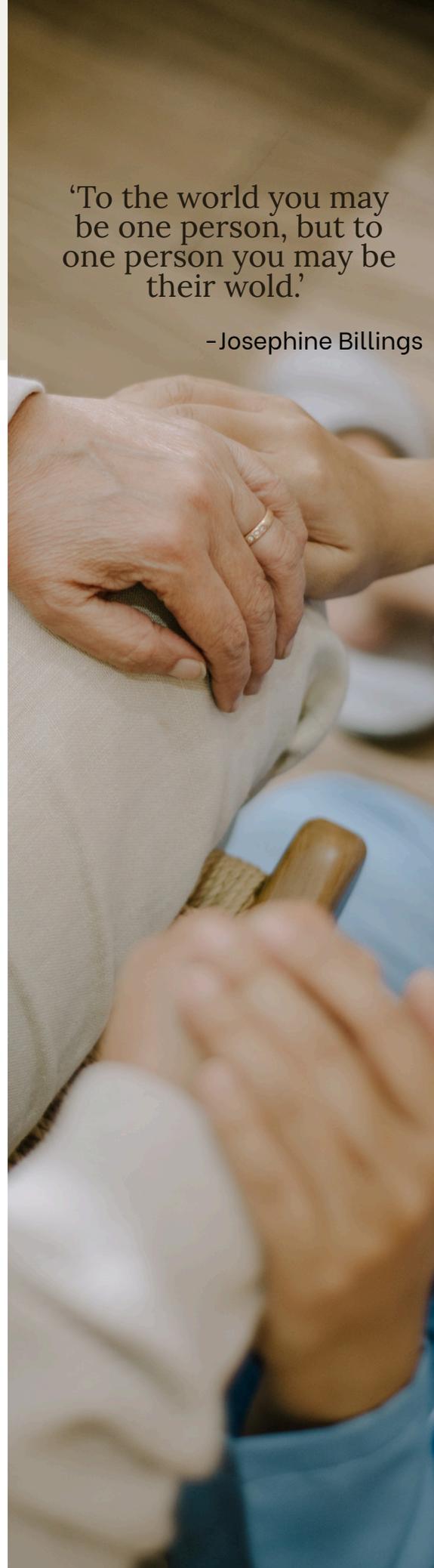
The team is led by Laurel Pizarro, Director of Care, who oversees the clinical direction of nursing services and provides leadership in quality improvement. Supporting Laurel is Randi Levasseur, Assistant Director of Care, who leads our Infection Prevention and Control Program, focuses on education initiatives, and enhances daily operations across the organization.

Our Nurse Managers—Amanda Skinner, Natalie Adams, Helen Stoakes, and Tammy Crossland—are responsible for the day-to-day coordination of care on their respective units. Their leadership ensures consistency, responsiveness, and a supportive environment for both residents and staff.

Together, this team has demonstrated commitment and resilience, driving initiatives in professional development, palliative care, staff support, and resident engagement. Their work, in partnership with other departments, continues to enhance the quality of care and life at Grand View Manor.

‘To the world you may be one person, but to one person you may be their world.’

–Josephine Billings



DIRECTOR OF CARE

Submitted by:
Laurel Pizarro, BScN, RN
Director of Care

NURSING

The nursing team has several goals this year. Promoting resident excellence and quality of care remains a top priority. We continue to provide support and guidance to staff on best practice guidelines while working closely with our Medical Director, Dr. Targett, and our consultant pharmacist, Kyle Banks, to ensure appropriate therapeutic regimens are in place and that care is optimized. We offer families the opportunity to be actively involved in their loved one's care through care conferences, which include representatives from all departments within the organization. These meetings are vital as they support informed decision-making and help identify what matters most to residents, ensuring they experience a high quality of life and remain engaged.

Several projects were undertaken to improve and ensure a safe environment—this included the addition of new slings, transport and commode chairs, and tub lifts, to name a few. This updated equipment ensures our residents receive the best care using the most current tools while also promoting staff safety by equipping them to navigate their workspace effectively and securely.

A second priority has been addressing staffing concerns. These challenges are not unique to Grand View Manor; rather, they reflect a broader issue affecting many healthcare organizations, particularly in long-term care. We are actively recruiting for all positions.



A key focus is optimizing our master schedule, for which we've partnered with Work Force Edge. This collaboration aims to improve scheduling to support better work-life balance for staff, while also building in relief coverage for vacations, leaves, and last-minute sick calls—all within our allotted budget.

In partnership with CBBC Career College and Dykeland Lodge, Grand View Manor is participating in a Grow Your Own CCA program. In this initiative, students attend in-person theory classes at Dykeland Lodge. A program requirement is that participants commit to a two-year term as a CCA at Grand View Manor upon completion. After finishing the classroom component, students complete their placement at Grand View Manor, allowing them to apply their skills and seamlessly transition into the workforce once certified.

DIRECTOR OF CARE

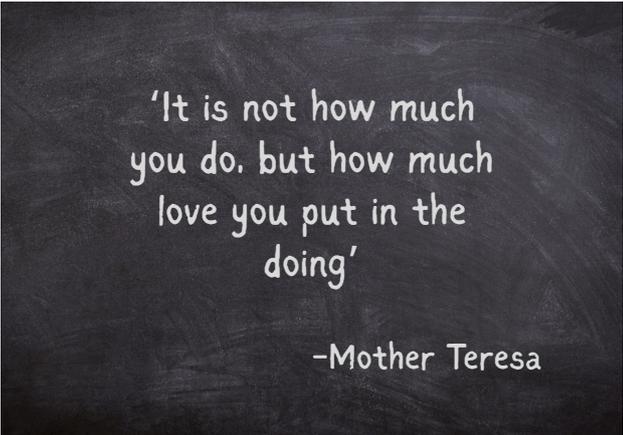
Submitted by:

Laurel Pizarro, BScN, RN

Director of Care

Our third area of focus has been on staff professional development through various training modalities for both new and existing employees. Newly hired Continuing Care Assistants participate in an in-house CCA training program that includes theory-based learning followed by hands-on skills training on the units. This training emphasizes best practices in personal care delivery. Training on the Gentle Persuasive Approach—an effective method to help staff prevent residents from escalating into responsive behaviors—is provided to all employees and integrated into our general orientation. We also use a train-the-trainer model, empowering internal staff to deliver this training to their peers.

Additionally, we are supporting some CCAs in their pursuit of Licensed Practical Nurse (LPN) certification—an initiative they are actively working on.



'It is not how much you do, but how much love you put in the doing'

-Mother Teresa

LEADING THE WAY

Grand View Manor is also proud to have leaders who are passionate advocates for both residents and staff. We are members of the Nursing Homes of Nova Scotia Association (NHNSA) and the Continuing Care Association of Nova Scotia.

NURSING HOMES OF NOVA SCOTIA ASSOCIATION (NHNSA)

The Nursing Homes of Nova Scotia Association (NHNSA) is a provincial organization that represents licensed nursing homes across Nova Scotia. NHNSA advocates for the interests of long-term care providers and the residents they serve, focusing on improving the overall quality, efficiency, and sustainability of care services. The association works closely with government bodies, stakeholders, and member organizations to influence policy, secure funding, and drive improvements in elder care.

NHNSA offers its members a platform for collaboration, knowledge sharing, and professional development. It also hosts annual conferences, training sessions, and recognition events—such as the Long-Term Care Awards of Excellence—that spotlight innovation, leadership, and excellence in care delivery. Through its efforts, NHNSA helps ensure the voices of long-term care professionals and residents are heard and respected at all levels of decision-making in the province.

DIRECTOR OF CARE

Submitted by:

Laurel Pizarro, BScN, RN

Director of Care

Laurel Pizarro, Director of Care, was invited to speak at the annual province-wide conference in April, where she presented on Grand View's emergency preparedness and response during the 2023 floods. She highlighted key lessons learned and shared stories of staff compassion and resilience in the face of adversity.

THE CONTINUING CARE ASSOCIATION OF NOVA SCOTIA (CCANS)

The Continuing Care Association of Nova Scotia (CCANS) serves as an advocate for organizations within the province's continuing care sector. Established to provide a collective voice, CCANS focuses on enhancing the quality of care for seniors and vulnerable populations across Nova Scotia. The association offers its members access to professional development opportunities, including the annual Conference & AGM and the Archie MacKeigan Education Day, which facilitate knowledge sharing and sector-wide collaboration. Through initiatives like the CCANS Bursary Program and the Regional Education Fund, the organization supports frontline staff in advancing their education and careers. Governed by a dedicated team of volunteers who serve on the Board of Directors and as regional representatives, our Assistant Director of Care Randi Levasseur sits as an alternate board member.

Through this volunteer board, CCANS ensures that the diverse needs of continuing care providers are represented and addressed throughout the province.

Investing in professional development is a key priority for our organization, and sending team members to CCANS annual Conference and Archie MacKeigan Education days plays a crucial role in fostering growth and excellence in care. These events provide staff with opportunities to learn from sector leaders, stay up to date with best practices, and bring new insights back to their teams. Recently, one of our team members was awarded a bursary through the Continuing Care Association of Nova Scotia, which supports their pursuit of upgrading to become an LPN. This recognition not only celebrates their dedication but also helps build capacity within our organization, ultimately enhancing the quality of care we provide.



The Nurse Management Team, with Lori Ann Jones and Benjie Nycum at the CCANS Annual Conference in June 2024

DIRECTOR OF CARE

Submitted by:

Laurel Pizarro, BScN, RN

Director of Care

PALLIATIVE COMMITTEE

At Grand View Manor, our focus on improving the quality of life of our residents is unwavering. Our palliative care committee has championed our palliative care approach, using a holistic care model supported by SPA-LTC that encompasses psychological, social, and spiritual care, to ensure our residents receive the best possible care.

Our approach allows individuals to transition from chronic disease management to appropriate end-of-life planning and care. We believe a palliative approach is beneficial at any stage of a chronic illness to maximize comfort and respect a person's wishes.

Care is rooted in open and honest, meaningful conversations with residents and families so that residents' personal, spiritual, and emotional concerns are heard and addressed. It has enabled our residents to have more opportunities to experience a high quality of life from the day of admission to their last day at GVM.

The committee's dedication and hard work in implementing our palliative care approaches were recognized when we were named a finalist in the Trailblazer Awards of Excellence at the NHNSA 2024 long-term care awards.

Laurel and the committee's co-chair, Helen Stoakes, participated in Grand View Manor's first-ever podcast appearance, hosted by Strengthening Palliative Approaches in Long-Term Care. In the podcast, Laurel and Helen emphasized the importance of building a strong foundation of understanding in palliative care and discussed the development of updated policies and guidelines that promote this approach. They also recognized the dedication and compassion of Grand View Manor's frontline staff, who bring this work to life every day.



Members of the Leadership Team attend the NHNSA Awards for Excellence Gala in October 2024

REHABILITATION SERVICES

Submitted by:

Laurel Pizarro, BScN, RN

Director of Care

OVERVIEW

The Rehabilitation Department continues to play a vital role in promoting the independence, dignity, and overall well-being of our residents. Our interdisciplinary team, consisting of Occupational Therapists (OTs), Rehabilitation Assistants, and Physiotherapy (PT) services, works collaboratively to ensure residents receive person-centred, evidence-based care.

KEY FOCUS AREAS

- **Promoting Independence and Dignity**
Our therapists prioritize individualized care plans that empower residents to maintain their functional abilities and independence. We emphasize the importance of maintaining dignity in all interactions and interventions.
- **Informed Consent and Family Engagement**
Informed consent remains a cornerstone of our practice. The team actively participates in care conferences, ensuring families are well-informed and included in decisions about their loved one's care. This collaboration helps align therapeutic goals with resident values and preferences.
- **Staff Education and Best Practice**
We delivered regular in-services and informal training to nursing and support staff on mobility techniques and safe use of equipment. These sessions promote consistent, safe, and dignified care for all residents.

PHYSIOTHERAPY SERVICES

Although we have not had a dedicated in-house Physiotherapist for much of the year, we continue to source external providers to ensure continuity of care. These professionals have supported us in maintaining rehabilitation programming and conducting essential audits of mobility equipment.

Our collaboration with community partners, including the Red Cross, has enabled ongoing access to appropriate mobility and rehabilitation equipment. Equipment audits conducted by PTs ensure items remain safe and functional.

A significant highlight this year was the acquisition of 14 new government-funded beds. These beds support both staff ergonomics and resident comfort, aligning with our mission to provide a high standard of care.

LOOKING AHEAD

In the coming year, we will continue to seek permanent Physiotherapy support, expand staff education efforts, and advocate for resources that enhance the quality of life for our residents. Our commitment to excellence, dignity, and safety remains unwavering.

NUTRITION AND FOOD SERVICE

Submitted by:
Sophia Melanson, Clinical Dietitian
& Acting Manager of Food Services

OVERVIEW

The Nutrition and Food Services department is committed to delivering high-quality, resident-centred care through effective meal planning, clinical support, and interdepartmental collaboration. This report highlights our department's staffing, initiatives, strengths, and ongoing efforts to improve resident nutrition and the dining experience at Grand View Manor.

STAFFING

PERSONNEL:

- 26 Full-Time, Part-Time, and Casual Staff
- 1 Food Service Manager
- 1 Clinical Dietitian

LONG-TERM SERVICE RECOGNITION:

- Judy Rockwell - Retired in June 2024 after 43+ years of dedicated service
- Linda Mapplebeck - 36+ years of continued service

PROFESSIONAL AFFILIATIONS

- Nova Scotia College of Dietitians and Nutritionists
- Dietitians of Canada
- Complete Purchasing Services (CPS) – includes annual rebate benefits

Total 2024 Rebate = \$ 18,170.20

COMMITTEE INVOLVEMENTS:

- Pharmacy and Therapeutics
- Palliative Care
- Both Resident Council & Family Council
- JOHSC
- Ethics
- Infection Prevention & Control
- Wound Care

OPPORTUNITIES

- Collaboration with Nova Scotia Health, e.g., sharing of information such as resident transfers, etc.
- Strong collaboration with other LTC Dietitians and Food Services Managers across the province
- Many staff members with updated Safe Food Handling certification
- Access to free education webinars via Complete Purchasing Services



NUTRITION AND FOOD SERVICE

Submitted by:

Sophia Melanson, Clinical Dietitian
& Acting Manager of Food Services

STRENGTHS

- The staff's knowledge of the facility, its residents, and other team members. Their wants, needs, and preferences are always taken into consideration
- Accepting feedback and working to adapt menu items to better please residents
- Long-term commitment from staff who provide positive and respectful interactions with residents at mealtime; we are all a part of one team with one goal: providing outstanding care to our residents
- Providing support to one another inside and outside of the workplace, even when things get difficult

CLINICAL CARE

- Actively working to educate staff, residents and their families related to food and fluid consumption approaching end of life, whether that be in the final years, weeks, or days, and what changes can be expected
- Trying to cut back on the utilization of drinkable supplements and focus on a 'Food First' approach related to nourishment
- An attempt is made daily to visit all units and touch base/obtain updates from staff related to residents' evolving needs

IMPROVING THE DINING EXPERIENCE

- GVM is always seeking additional assistance in feeding residents during meal times, including volunteers. The number of residents requiring assistance or total feeding continues to rise
- Feeding with Sensitivity/Staff Orientation: 7 in-services were held over the past year by Sophia Melanson, RD
- 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 on their computers that can be viewed by nursing/auxiliary staff regarding feeding

MENU

- Minimum of 4-week menu cycles with seasonal changes
- Modified to accommodate a variety of diets and textures, both food and fluids
- The majority of food and meals are prepared on site
- Support local as able

THE PEOPLE OPERATIONS TEAM

Submitted by:
Leighann Joseph
Director of People Operations

The NEW People Operations Department

2024 was an exciting year as we officially launched our People Operations Department. We are pleased with the progress this department has made thus far and have solid plans to continue to redistribute work to this department, streamline processes and elevate service to our team members.

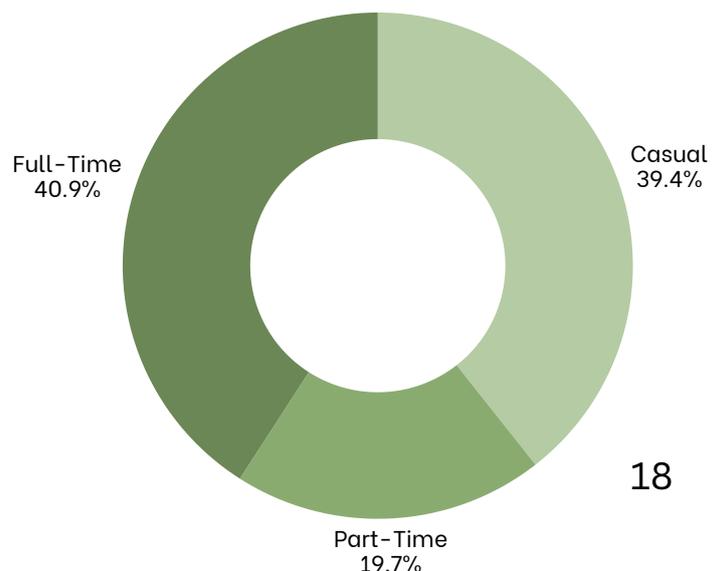
We began by creating three roles, which have been successfully filled. We have two People Operations Coordinators, one of whom is the Scheduling Champion and is primarily responsible for the Administration and Support Services Teams. The other is our Recruitment Champion and is the primary support for the Nursing Department. Our Director of People Operations joined in late September to lead the team and activities.

In the first half of 2024, with the assistance of an Interim Director of People Operations, a structure was added to the *Attendance Management Support Program*, progressive disciplinary action and guidelines for internal and external recruitment.

Team Performance

It had been determined that a focus on team performance, behaviour and commitment to policies needed to be improved through stronger performance management and accountability. While it is not desirable to have to 'performance manage' team members, we have identified that poor habits such as absenteeism has grown over the past few years, a negative impact as a result of Covid, that must be addressed. It is our intention to better balance performance management with tools such as training, operational support, and more "in-the-moment" coaching opportunities. However, recruitment is key to this as well as empathy must be extended to all members of our team, as they have been working in an inconsistent environment when it comes to staffing due to shortages and the use of various agencies.

New Employees In 2024

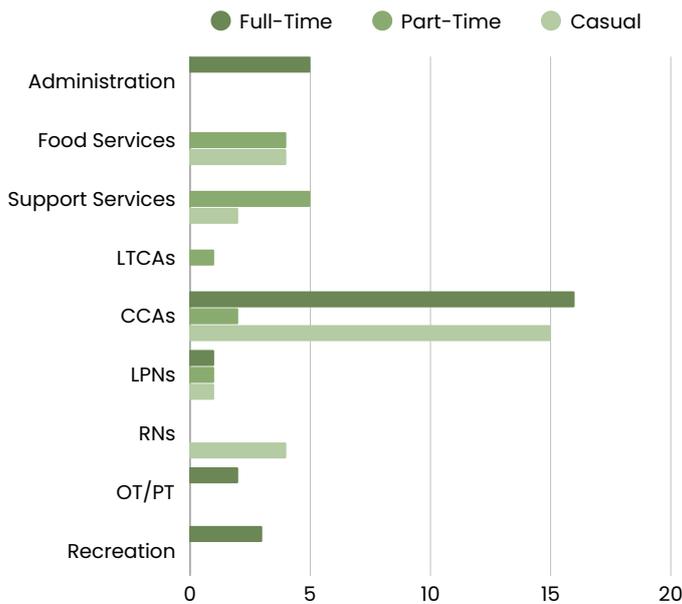


THE PEOPLE OPERATIONS TEAM

Submitted by:
Leighann Joseph
Director of People Operations

Recruitment

Recruitment has been a key focus, particularly in the second half of the year, with a focus on filling all positions by the end of the fiscal year 2025/2026. In 2024, we hired the following positions:



It is an increasingly difficult labour market. There is a lack of local applicants applying for positions, which is in part due to high demand, particularly for CCAs and LPNs coupled with an intense workplace. To combat these difficulties, we have partnered with Dykeland Lodge and CBBC to train CCAs, and expect our first three full-time hires to begin in July.

We also attend local job fairs, school functions and are working to build partnerships with local agencies such as Peopleworx and Community Inc. to have more support in attracting local talent.

Foreign talent at this time is our largest source of qualified candidates. We have moved away from hiring Internationally Trained Nurses for the CCA/LPN role, as there is a significant increase in foreign nationals attending CCA and LPN programs at NSCC, which enables them to obtain a Post Graduate Work Permit that is typically valid for three years. We commit to supporting those Full Time Team members with their application for permanent residency within 9 months of their permit expiry date. However, applications made on their behalf are on a case-by-case basis, depending on their status and situation. As with immigration, there are a few different scenarios depending on which college you attend, if you have been on a spousal permit and so on.

'Caregiving often calls us to lean into love we didn't know possible.'

-Tia Walker

THE PEOPLE OPERATIONS TEAM

Submitted by:
Leighann Joseph
Director of People Operations

Onboarding & Orientation

Following recruitment, we have been focused on improving the onboarding experience. Orientation, while not yet in its final stage, has been revamped to better prepare our new hires to meet our expectations. A second day was added to the General Orientation to have time to discuss issues such as communication, teamwork, expectations and working together in unity as our team becomes more diverse. Our aim is to fill our new hires with enthusiasm, pride and professionalism as they begin their training on the floors.

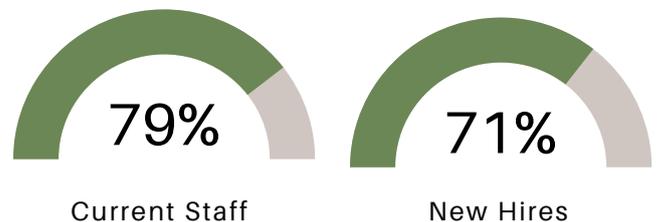
2024 Highlights

In 2024, we added two new weekly communications to highlight the People Operations Team as a resource and spokesman for the organization. The first is *Wednesday Wisdom*, which discusses ways of working better together, expectations and how to make our team's voice heard. The second is a *Fri-YAY!* Gratitude post to celebrate the team themselves, encourage them to use gratitude and empathy as teamwork tools and celebrate our wins.

Committee Involvement

We have continued with the Health and Wellness committee, and feel we can better utilize this tool to promote taking care of oneself both in and outside of the workplace. With WCB beginning to address psychological injuries, we feel we must educate our team on how they can care for themselves to be able to handle the demands of their roles.

Employee Retention 2024-2025



Looking ahead to our 2025/2026 year, we are excited to have a Learning and Development Manager join our department. The focus of their first 6 to 9 months will be CCA Standardization, and team members' first two months to ensure we have successful outcomes through the probationary period and lessen turnover.

SUPPORT SERVICES

Submitted by:
Ovidiu Andronache
Manager of Support Services

Reorganization and Achievements

At the start of 2024, Grand View Manor initiated a major restructuring by merging the Environmental Services Department, which included Housekeeping and Laundry, with the Maintenance Department to create the Facility Supports Department. This integration was designed to enhance collaboration, streamline operations, and drive innovation across all support services.

Leadership Structure

- Greg Lee, formerly the Maintenance Manager, now serves as Director of Facility Supports. He is responsible for overseeing the department's technical operations and managing all HR functions for Facility Supports staff.
- Ovidiu Andronache, previously the Environmental Services Manager, has taken on the role of Manager of Facility Supports. Reporting directly to Greg, Ovidiu's expanded portfolio now emphasizes safety initiatives and preventive maintenance, underscoring the department's proactive approach to facility management.

Department Focus and Team Resilience

Despite ongoing staffing challenges across the province, the newly unified Facility Supports team demonstrated remarkable resilience and adaptability. The department welcomed new members, prioritized staff well-being, and ensured employees could enjoy meaningful time off with their families. These efforts fostered high morale and a strong sense of unity.

The merger has cultivated a culture of collaboration and innovation, further strengthening the department's capacity to deliver outstanding services to Grand View Manor residents and Orchard View/Fundy Villa tenants. The team's compact size has proven advantageous, allowing for agility and close teamwork, consistently exceeding expectations in service delivery.



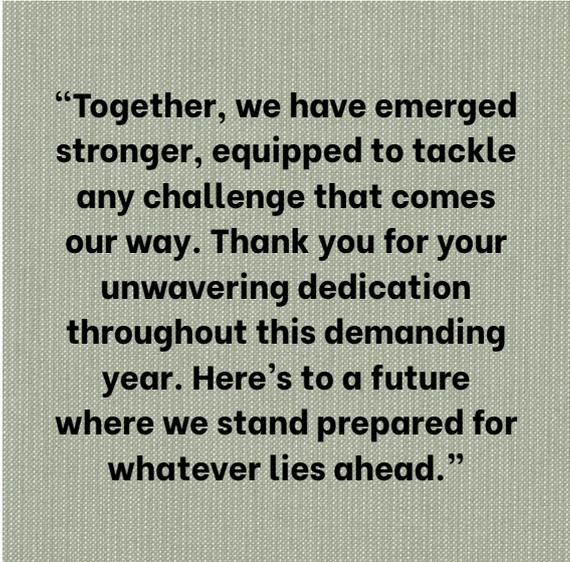
SUPPORT SERVICES

Submitted by:
Ovidiu Andronache
Manager of Support Services

Commitment to Excellence

Throughout the year, the Facility Supports team maintained its commitment to delivering excellent support services, even under challenging conditions. The department's focus on continuous improvement, safety, and preventive measures has positioned it to face future challenges with confidence. Leadership's dedication to employee engagement, professional development, and collaborative problem-solving has further reinforced the team's ability to adapt and thrive.

In the past year, the maintenance team completed 3,265 general maintenance work orders and preventive maintenance tasks, including fire and safety inspections, landscaping and mowing, snow removal and plowing, and repairs to equipment across all departments. The maintenance team is also on call 24/7, ensuring rapid response to any emergency repairs at both Grand View Manor and Orchard View assisted living apartments.



“Together, we have emerged stronger, equipped to tackle any challenge that comes our way. Thank you for your unwavering dedication throughout this demanding year. Here’s to a future where we stand prepared for whatever lies ahead.”

Key Achievements

Notable projects included the installation of a new ceiling lift in the Franny tub room and the renovation of multiple resident rooms in the Ross and Chase units. Looking ahead, the maintenance team will begin weekly visits to the new facility starting in May 2025 to initiate essential training and ensure a smooth transition.

The Facility Supports Department stands as a unified, resilient, and forward-thinking team, prepared to meet the evolving needs of Grand View Manor and its community. The recent leadership transition and departmental integration have established a solid foundation for ongoing excellence and adaptability in the years ahead.

RECREATION

Submitted by:
Leighanne Tate, Manager of Recreation
& Volunteer Services



Departmental Renewal

The theme for the Recreation Department for this past year has really been one of renewal, with three new Recreation Programmers, a new Hairdresser, and a new Chaplain all coming on board in 2024.

A Great New Team

The current Recreation Programmers transitioned from the nursing department, where they worked as CCAs & Long Term Care Assistants. This gives them a unique and valuable perspective on the relationship between residents' social and emotional needs and their basic personal care and activities of daily living. Their background and perspective help to facilitate communication and teamwork with the nursing department, resulting in more holistic care for the residents. This will establish a good foundation moving forward in our new build, where we will see some shifts in how that social and emotional support is provided.

As team members continue to familiarize themselves with the processes of the department, our focus has been on connections and collaboration. We have been more intentional in working alongside the Therapeutic Mobility Team to meet the physical and social needs of residents, partnering to hold exercise classes and more formalized walking programs.

We have also been collaborating with the Clinical Dietician and Food Services Department to provide residents with the opportunity to have culinary experiences outside of the typical, including hosting 'Subway' style lunches for each of the units where residents could customize their sandwich according to their preferences, and eat together in a 'restaurant style' environment created in the Assembly Room.



tellement chic!

Hairdressing services resumed for residents in December after a four-month break while we worked to recruit and hire a new stylist. Services are currently being provided from 8:30 - 2:30 Monday to Friday, with hopes of extending the hours.

RECREATION

Submitted by:

Leighanne Tate, Manager of Recreation
& Volunteer Services

A Spiritual Connection

Our Chaplain, Mary Jo, has fully supported our desire to celebrate special occasions such as Easter and Mother's Day by holding combined services/teas, helping to orientate residents and promote the opportunity for socialization in conjunction with the spiritual realm. In addition to the weekly service at GVM, Mary Jo also offers a weekly service to tenants of Orchard View and provides 1:1 visitation with residents.

We have established and continued a number of connections with community members and groups throughout the past year that complement what our staff provide. Pastor Andrew Conrad from Berwick Baptist Church and Reverend Dorothy Miller from the Anglican Parishes of Aylesford and Berwick provide bi-monthly and monthly services respectively, to further enhance the provision of spiritual care.



Part of the Community

We partnered with the Berwick Recreation Department's summer day camp program to connect the residents and youth through shared activities such as games and crafts, which was hugely beneficial to both. We were pleased to be asked to act as a host site for one of 'Music in Communities' grant funded initiatives – 'Present Moments Singers', a music therapy centered support group providing the opportunity for stimulation and socialization for those living with dementia (both in our facility and in the community), and their care partners. These weekly sessions will continue into the fall. From October to March, residents also benefited from the Valley Wildcats hockey team's 'Wildcat Wednesdays' community outreach program. The players came weekly to assist residents with recreational activities such as pumpkin carving, bingo, bowling, and other games, and to share stories and laughs.

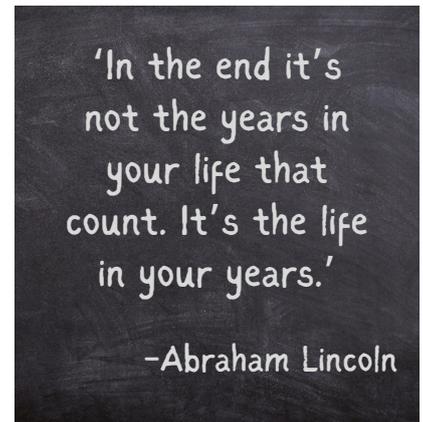
Looking Forward

Although the change of staffing in all positions has posed some challenges, it has also been an opportunity for a fresh start. We have re-imagined what we are capable of and what can potentially happen in our new building through teamwork and collaboration.

RESIDENT COUNCIL & FAMILY COUNCIL

Submitted by:

Leighanne Tate, Manager of Recreation & Volunteer Services



Resident 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 in a hybrid format (both in person and virtually). Attendance is open to all family members as well as nonrelative substitute decision makers. The purpose of these meetings is to provide updates on such topics as:

- Infection prevention and control
- Staffing changes
- Ongoing or upcoming projects
- Departmental news
- Discussion and resolution of common concerns
- Provide education on difficult topics:
 - Dementia & Alzheimer's disease
 - Palliative Care

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



HONOURING OUR RETIREES

CELEBRATING MORE THAN A 100 YEARS OF COMBINED SERVICE

This year, we bid a heartfelt farewell to three exceptional members of the Grand View Manor team, each of whom retired after more than 30 years of dedicated service. Their contributions have left a lasting impact on our organization, our residents, and the colleagues who had the privilege of working alongside them.

Their decades of commitment, compassion, and professionalism have shaped the culture of care at Grand View Manor, and we are deeply grateful for the knowledge, leadership, and warmth they brought to their roles. As they begin this well-earned next chapter, we celebrate their legacy and share their reflections on their time with us.

TAMMY JOHNSON – CCA YEARS OF SERVICE: 35

“My belief has always been that I work at Grand View Manor, but I work for the residents. Their families have placed them in our care and it is important to me to do my best and make them feel safe, supported and cared for. Every resident was once young and had thriving lives, having important careers, raising a family, passing on their knowledge and working hard for the future. They have so many stories and memories to share. Everyone has a story before GVM, aging and sickness has brought them to us. They deserve to be shown respect, compassion and dignity in their final journey; just as if they were your mom or dad. I have bonded with many and made trusting relationships, I am very proud of the difference I have made in their lives during my 35 year career. Be kind to each other and remember why we do what we do.”

HONOURING OUR RETIREES

ALICE BANGAY – REHABILITATION ASSISTANT

YEARS OF SERVICE: 35

“I started working at Grand View Manor in August 1989. I worked as a CCA and enjoyed my job, co-workers and the residents. We all worked together and supported one another to give our residents the best care possible.

In February of 2015, the RA position was posted. This was my dream job that I had wanted for a long time. I wanted to make a difference in our residents’ lives by helping them achieve independence with walking and exercise programs or by providing them with a w/c that they can propel themselves to wherever they want to go. Over the years, there has been nothing more rewarding than helping a resident get their mobility back after a hip fracture or when they have lost mobility for a period of time, and working with them to get their mobility back. I look back on my 35 years at GVM and know that I have made a difference.”

LIZ JONES – PAYROLL CLERK

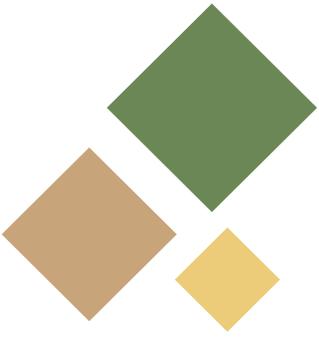
YEARS OF SERVICE: 36

“There have been many changes at Grand View Manor since I started in November 1988. Initially, all payroll cheques were handwritten after having calculated each employee’s gross pay, and then using printed tables to determine what each person would pay in income tax, CPP and EI. T4s were also manually prepared.

We had about 80 employees in 1988 and now we have over 200 on each pay. We had 104 residents then and now there are 142 residents as well as 30 OV tenants and 40 FV residents.

Despite all these changes, the one thing that has consistently remained the same, is that everybody knows that we are here for the residents. They don’t live where we work, we work in their homes.”

MEET THE BOARD



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2024

Special Thanks!

GVM Seniors Foundation

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BJ Flieger.	Foundation Member
Brian Hirtle.	Foundation Member
Penny Clarke	Foundation Member
Sheila Stewart	Foundation Member
Andrew Holland	Foundation Member



CEO Andrew Holland and former Golf Committee Chair George Moody present the Brian Bethune Memorial Trophy to the winning team of the 22nd Annual Golf Tournament: Lorne McMullen, Adam McNeil, Bruce McNeil and Zach Balcom.



Special thanks to our volunteers and donors, the Board, the Foundation, local businesses, the NS Government, and the community of Kings County.

A line of Corvettes thanks to the Classic Car Club!

