

Family Leader Program

Winter 2022 Update

Greetings Grandview Family Leaders,

While the COVID-19 pandemic has held us back from so much this past year, Grandview Kids continues to embark on transforming the way we prepare and offer families high-quality programs and services. This Family Leader Update provides a high-level summary of these changes and innovative projects Grandview is a part of. If you'd like to hear more, join us on **Wednesday, February 16 at 7:30 p.m.** on Zoom for a one-hour "What's New at Grandview" presentation prepared by the Family Engagement Team. More information about this session is available later in this newsletter. These new monthly updates will provide family leaders with key updates on changes occurring at Grandview and ways in which we can truly embed the voice of families in our work.

In this issue:

- The Grandview Kids Vaccine Clinic
- Enhanced infection prevention and control measures at Grandview Kids
- What's new at Grandview?
- Call for applicants for the Family Advisory Council
- Grandview Kids Foundation survey
- Thank you, Team Grandview notes of kindness campaign
- How to contact us



The Grandview Paediatric Vaccine Clinic



In December 2021, Grandview Kids opened its first ever vaccine clinic for children, youth, Grandview staff and staff's family members. Over the course of just a few short weeks, Grandview has administered more than 1,500 COVID-19 vaccines to our local community members.

The clinic focuses on providing a calm, safe place for children and youth to feel supported during their vaccine experience. This may include providing a sensory-safe room, fidgets or diversions, and a whole lot of patience exemplified by our nurses, doctors and Peer Navigators.

As shared by Kara, Greg, Teagan and Logan Martin:

Our girls Teagan (age 11) and Logan (age 7) both live with autism were vaccinated with their first dose in Dec and second dose is in Feb through Grandview Kids. After having to deal with the anxiety and fear issues that came with having to have Covid swab tests done at local centres we were hoping that we would be able to find a place that was quiet inviting and understanding of how to work with special needs children to receive their vaccines and Grandview went above and beyond in assisting in that. The kids were very excited at the sensory elements provided to help ease their anxiety and the gift table afterwards was a big hit with them as they were very much looking forward to what the table offered and they got to pick out something.



The Martin family

Team Grandview is proud to offer this service and help contribute to the reduction of COVID cases in our community. Appointments for February's paediatric and youth vaccine clinic are available for booking on the [Grandview Kids Eventbrite](#). More details about the Vaccine Clinic can be found on the [Grandview Kids webpage](#).

Enhanced infection prevention and control measures at Grandview Kids

Grandview Kids maintains a high standard of infection prevention and control measures as Omicron and variants of concern spread quickly in the Durham Region.

One caregiver per visit

Whenever possible, Grandview Kids requests that only one caregiver accompany their child for their appointment. By having one caregiver present, we will reduce the risk of potential exposures. We recognize that this is not always an option, especially for families who require siblings to attend appointments. As such, exemptions will be made on a case-by-case basis. In any case, all family members must abide by our screening and masking requirements.

Trakr Safety Health Screen

Within two hours of the start of your in-person appointment, Grandview Kids now requires one member of the family to complete the online [Trakr Safety Health Screen](#). One screening is complete per family. You will be asked to show the “passed” screen on your phone when you enter the Grandview Kids site.

If you do not have a phone with you, you’ll be asked a series of questions by our screener/greeter volunteers or your clinician. If any member of your family attending the appointment does not pass the screening, you are asked to return home, contact your healthcare provider and call Grandview Kids to rebook your appointment.

Enhanced Vaccine Certificates for parents/caregivers

All parents/caregivers attending an appointment with their child/youth will be asked to show an Ontario Enhanced Vaccine Certificate alongside a completed TrakrSafety Health Screen.

You may download your Enhanced Vaccine Certificate [here](#). Step-by-step guidance for accessing the enhanced vaccine certificate is available on [the Durham Region Health Department](#) website. We also created our own resource walking you through how to access your Enhanced Vaccine Certificate on the [Grandview Kids website](#).

If you are unable to show an Enhanced Vaccine Certificate, please contact IPAC.Reporting@grtc.ca and speak with our friendly, kind and courteous Infection Prevention and Control Coordinators. The IPAC Coordinators we’ll help walk you through options for a safe and successful appointment.

Grandview-issued surgical masks

When attending in-person appointments, we ask that clients and caregivers wear a surgical mask provided by Grandview Kids. The screener/greeter volunteers or your clinician will ask that you sanitize your hands, remove the mask you entered with, and put on a new surgical mask. You are able to continue to wear your own mask if you wish, but you must place the surgical mask on top of the mask you enter with. This extra step helps reduce the potential spread of COVID-19 within our sites. This enhanced measure applies to all clients and caregivers who can tolerate wearing a mask.

What’s new at Grandview?

The Family Engagement Team is taking a new approach on how we keep Family Leaders aware and engaged with what’s happening at Grandview. We’re inviting all Family Leaders to attend a “What’s new at Grandview” session, held monthly, to hear from our Team and ask questions. We truly value the voice of families and want to ensure there is a regular opportunity to share your feedback and opinions. To register for the Wednesday, February 16 session at 7:30 p.m., [please click here](#).

Please note, participation in this session is by invitation only.



Recruiting new family leaders

Family Advisory Council is recruiting a new Council member!

The FAC is a 12-person volunteer panel of parents and caregivers who provide advice and guidance from a client and family perspective. Together, this dynamic group of volunteers improves the planning and delivery of programs and services at Grandview Kids and beyond. Come join our Council!

The role is open to all parents and caregivers of current or former Grandview Kids. We are seeking a volunteer with diverse experiences and backgrounds (age, gender, culture, education, geography) that will advance the current Council's projects and goals.

Being a part of the FAC may be a good match with your skills and experience if you can:

- Speak up and share suggestions and potential solutions to help improve programs and services for others.
- Talk about your experience as a parent/caregiver – but also think beyond your own personal experiences.
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have gone differently.
- Work with people who may be different from you.
- Listen to and think about what others say, even if you disagree.
- Bring a positive attitude to a discussion.
- Keep any information you may hear as an Advisor private and confidential.

Things to consider before you apply:

Members are expected to attend four meetings a year. Due to COVID-19, we expect meetings to be conducted virtually on Zoom. The next meeting will be in April 2022.

A two-year term is recommended; term lengths are flexible as life, health and family come first. You may renew for a second term, for a maximum of four years on the FAC.

How to apply:

[Please complete the attached application form](#) and submit it to familyengagement@grandviewkids.ca by **Friday, February 18, 2022**, at 4 p.m. Questions regarding this volunteer opportunity can also be directed to this email.

Applications are reviewed by a selection panel of Grandview Kids staff, considering diversity, background, experience and fit with existing FAC membership.

All the best to those who apply! We will contact all applicants by email the week of February 28, 2021.

Grandview Kids Foundation survey

Grandview Kids Foundation and Elexicon Energy have partnered together and are looking to create a safe, fun and inclusive fundraising event. As a valued partner of Grandview Kids Foundation, we are looking for your input and comfort levels to assist us with our planning as we continue to move forward during these ever-changing times.

Your input and perspectives are extremely valuable to us and we would greatly appreciate your participation in our survey.

[Please click here to complete our short 10 question survey.](#)

Thank you, Team Grandview

During times of so much uncertainty, we are all feeling a bit worn out. Let Team Grandview know what they mean to you. Leave a note for a clinician or staff person by [completing a brief survey](#). We have started to share the notes of thanks coming in from parents and caregivers, causing smiles and a sense of pride among our Team. Thank you for supporting Team Grandview!



Questions?

Contact our Service Navigation Team at 905-728-1673 or toll-free at 1-800-304-6180 or submit an [online inquiry form](#).

Follow us on social media

Stay informed by following us on [Facebook](#), [Twitter](#) and [Instagram](#).