

# NIAGARA INA GRAFTON GAGE VILLAGE

[www.niggv.on.ca](http://www.niggv.on.ca)



## RESIDENTS' HANDBOOK LONG-TERM CARE

*Where the importance of life continues to grow...*

# Index

Welcome	1
What is Niagara Ina Grafton Gage Village?	1-2
Mission, Vision, Values	3
Niagara Ina Grafton Gage Foundation	4
Courtyard Renewal Project/Quality Management	5
Residents' Rights and Responsibilities	6
Residents' Bill of Rights	6-9
The Human Rights Code	10
Privacy - Personal Information	11-12
Code of Conduct	12-13
Harassment	13
Noise Transmission	13
Residents' Responsibilities	13
Village Meeting	14
Speak Your Mind Program	14
Resident Safeguards	14-16
Retaliation and Whistle Blowing	17-18
Telephone Directory	19
Who Does What	20
Board of Directors	20
Chief Executive Officer	20
Director of Resident Care	20
Manager, Food and Laundry Services	21
Manager, Environmental Services	21
Volunteer Coordinator	21
Residents' Council and Family Council	21-22
Organizational Chart	24

Long-Term Care		25
Accommodation		25
Bed Holding Prior to Admission		25
Prior to Admission to a Care Suite		25
Payments		26
Power of Attorney for Personal Care	26-27	
Care Conferences		27
Medical Services		28
Medication		28
Ministry of Health/LTC Resident Leave Policy.	28-30	
Staff	30-31	
Personal Assistive Service Device/Restraints		32
Transfers		33
When You Decide to Move Out		33
Your New Home		34
Accommodation/Purchase of Services Agreements	34	
Alcoholic Beverages	34	
Appliances	34	
Bathing	35	
Birdfeeders	35	
Cable TV	35	
Clothing/Dentures	35	
Decorating/Renovations	35	
Disposing of Your Moving Boxes	36	
Furnishings	36	
Hallways/Stairwells	36	
Housekeeping	36	
Insurance	36	
Library	37	
Mail	37	
Newspaper	37	
Occupational Health and Safety Inspections	38	
Parking	38	
Pets	38	
Safety and Security	39	
Smoking	40	
Telephones	40	
Valuables	40	
Visitors	40	
The Village News	40	

Fire Safety		41
Resident Fire Safety Plan	41	
Exiting a Building in an Emergency	41	
Smoke/Heat Detectors	41	
Fire Alarm Testing	41	
Fire Drills	41	
Repairs		42
Environmental Services	42	
Maintenance Hours	43	
Security		43
Vandalism	43	
Services		44
Administration Office	44	
Food Services	44	
Other Services	44-45	
Programs		46
Recreation	46	
Pastoral Care	46	
Volunteers	46-47	
Recreation Facilities		48
Village Layout		49
Appendix		
Facility Layout Diagrams		A-1 - A-3



On behalf of the Board of Directors, management and staff, I would like to welcome you to Niagara Ina Grafton Gage Village. Our goal is to make your stay with us as satisfying and pleasant as possible. Our philosophy is based on providing resident-centered services. Our services and activities are designed to meet your needs, and you play an important role in determining what those needs are. Please do not hesitate to voice your opinions, desires and concerns to us. Feel free to talk to a manager if you need to and please visit me if you have a concern, question or just to say hello! Once again, a most hearty welcome to Niagara Ina Grafton Gage Village!

Jerry Boichuk  
Chief Executive Officer

### **What is Niagara Ina Grafton Gage Village?**

Niagara Ina Grafton Gage Village is commonly referred to as the "Village", but back in 1950 it was just a dream for the Niagara Presbytery Women's Association who aspired to build a home for United Church seniors. With a \$25 donation from the Elm Street United Church Women, the challenge to raise the needed funds got underway. Finally, in 1957, a tract of land was purchased behind Grantham United Church on Linwell Road. On July 9, 1958 with great fanfare, the sod was turned and on September 1, 1959, the Ina Grafton Gage Home opened its doors. But how did Ina Grafton get its name? Interestingly, publisher and philanthropist Sir William Gage bequeathed \$18,000 toward the project, and subsequently the home was named in memory of his wife, Ina, and his mother, whose maiden name was Grafton.



From this humble beginning, the Village has grown to what it is today. In 1982, a 60-unit apartment building opened. The largest expansion took place in 1992 when another 60 apartments, chapel, library, auditorium with shuffleboard courts, four fivepin bowling lanes, billiard room, therapeutic/recreational swimming pool, lounges, atrium and café were built. In 1994, an expansion included 103 life lease apartments and 47 life lease bungalows. Then in 2004, another nine life lease apartments were added. Today, this expansive Niagara Ina Grafton Gage Village sits on 15 acres of land and is home to over 400 seniors.

In the spring of 2011, Niagara Ina Grafton Gage Village expanded to Niagara-on-the-Lake by partnering with Kenmore Homes to design and construct a 55+ retirement residence. In November 2012, the doors to Stone Road Village opened. The new 79-unit life lease building is just five minutes from the heart of Niagara-on-the-Lake and has easy access to recreational trails and the Niagara Parkway.

The life lease concept of housing allows a resident to purchase the right to occupy a particular unit without many of the responsibilities of ownership.

In 2018, the "Nifty Nook" was added. This gift/tuck shop provides incidentals such as toiletries, stamps, bus passes, clothing, chocolates and a variety of gift items. The Nifty Nook is a self-sufficient entity run by NIGGV volunteers.

Niagara Ina Grafton Gage Village and Stone Road Village are smoke-free facilities and wheelchair accessible. Various areas of Niagara Ina Grafton Gage Village are available for rental to the community. Free parking is available in both facilities



## **Mission**

Niagara Ina Grafton Gage Village is dedicated to fostering quality of life for clients through the provision of services that address the needs of the individual.

## **Vision**

We will strive to ensure that our services:

- reflect the changing needs of our clients and the community;
- adhere to the principles of quality;
- are affordable; and
- demonstrate leadership in the field of service for our clients.

## **Values**

Our service is motivated by our concern and commitment to meet the needs of our clients.

This is demonstrated through our belief that:

- Individuals are unique; each has worth and is deserving of respect and dignity.
- Individuals have the right to maintain maximum independence.
- Individuals have complex physical, psychological, social, cultural and spiritual needs.
- Individuals have the right to age in place when possible.
- Individuals are part of the decision-making process that determines which services are appropriate.
- Quality is integral to everything that we do.
- Fiscal responsibility ensures the continued provision of services.
- Our seniors are our most valuable resource.
- Our environment encourages flexibility, creativity, adaptability and tolerance.
- We are accountable to those we serve.



## **Niagara Ina Grafton Gage Foundation**

### **Purpose of the Foundation**

Niagara Ina Grafton Gage Village operates under a volunteer Board of Directors and receives funding from various government ministries, but it cannot solely depend on these sources. Thus, the Niagara Ina Grafton Gage Foundation was formed in 2000 to aid with fundraising efforts at the Village. As a not-for-profit organization and registered charity, the Foundation raises monies to fund projects that enhance the quality of life for seniors of NIGGV by providing them with an exceptional place to live and call "home".

### **Goals of the Foundation**

- To identify fundraising opportunities that are not routinely funded by the government, e.g., improvements, amenities.
- To conduct fundraising with the purpose of enhancing the quality of life for seniors.
- To invest in projects which will sustain the future of Niagara Ina Grafton Gage Village.
- To work with the Niagara Ina Grafton Gage Village Board of Directors, management and residents to prioritize needs.
- To conduct annual fundraising drives to achieve our goals.

### **Annual Fundraising Events**

- Christmas Giving Campaign
- Golf Tournament

### **Types of Donations**

- Ongoing Giving
  - Monthly
  - Quarterly
  - Annually
- Special Donations
  - In memory of
  - In honour of
  - On the occasion of
- Planned Giving
  - Bequest in your will



## **Courtyard Renewal Project**

The Courtyard Renewal Project was undertaken in the spring of 2014 to give the inner courtyard at "B" Building a much-needed makeover so that all residents, including those with visual impairment, physical disabilities or dementia could enjoy nature in an accessible, tactile and safe environment.

The project was completed in the fall of 2014. Thanks to a generous donation from the Hildebrandt family, the garden was named 'The Hildebrandt Family Garden.'



## **Quality Management**

Niagara Ina Grafton Gage Village is committed to improving the quality of life for our residents and meeting our clients' needs. Our Quality Management Program is designed to ensure that we meet or exceed the regulations and standards of the Ministry of Health and Long-Term Care (MOHLTC).

Our quality improvement projects, organization-wide monitoring, evaluating processes and quarterly reports to the Board of Directors provide a mechanism to facilitate the success of our program.



## Residents' Rights and Responsibilities

### Residents' Bill of Rights

Reprinted from: *Long-Term Care Facility Manual*, Ministry of Health and Long-Term Care.

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

- **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
- **Every resident has the right** to be protected from abuse.
- **Every resident has the right** not to be neglected by the licensee or staff.
- **Every resident has the right** to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
- **Every resident has the right** to live in a safe and clean environment.
- **Every resident has the right** to exercise the rights of a citizen.
- **Every resident has the right** to be told who is responsible for and who is providing the resident's direct care.
- **Every resident has the right** to be afforded privacy in treatment and in caring for his or her personal needs.
- **Every resident has the right** to his or her participation in decision-making respected.

- **Every resident has the right** to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
  
- **Every resident has the right** to:
  - i. participate fully in the development, implementation, review and revision of his or her care,
  - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
  - iii. participate fully in making any decision concerning any respect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
  - iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
  
- **Every resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
  
- **Every resident has the right** not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
  
- **Every resident has the right** to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

- **Every resident who is dying or who is very ill has the right** to have family and friends present 24 hours per day.
- **Every resident has the right** to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
- **Every resident has the right** to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else,
  - i. the Residents' Council,
  - ii. the Family Council,
  - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under Section 132 or of the board of management for the home under Section 125 or 129,
  - iv. staff members,
  - v. government officials,
  - vi. any other person inside or outside the long-term care home.
- **Every resident has the right** to form friendships and relationships and to participate in the life of the long-term care home.
- **Every resident has the right** to have his or her lifestyle and choices respected.
- **Every resident has the right** to participate in the Residents' Council.
- **Every resident has the right** to meet privately with his or her spouse in a room that assures privacy.

- **Every resident has the right** to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
- **Every resident has the right** to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
- **Every resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
- **Every resident has the right** to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
- **Every resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
- **Every resident has the right** to have any friend, family member or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

## **The Human Rights Code**

The Human Rights Code states that landlords, people working for landlords and fellow tenants cannot harass the residents of a building. This is the law. Harassment may be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and mental disability or the receipt of social assistance.

## **Privacy - Personal Information**

Niagara Ina Grafton Gage Village meets legislative privacy requirements under PHIPA (Personal Health Information Protection Act) and PIPEDA (Personal Information Protection and Electronic Documents Act).

## **Your Personal Health Information (PHI)**

Your PHI is important and will allow us to provide you with better services. Often this information is used prior to performing assessments to determine your health service and support needs.

Your assessment may include details on your:

- physical and mental health
- personal health history

Unless you tell us to, we **will not** share your assessment information with other health service providers. When you tell us to/consent, we will share your assessment information with other health service providers who will provide you with the support you require.

We use a secure electronic system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

### **Sharing Your PHI**

If you have agreed to share your PHI, the information in your assessment will be used to:

- provide health support and services based on your needs;
- make sure your providers have the most up-to-date and complete record of your health history and needs; and
- help us see where there might be gaps or overlaps so we can provide services where they are most needed.

### **Privacy and Security of Your Information**

The PHI collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- Your health information is kept in a secure place.
- Your health information will only be viewed by authorized people who deliver your service.
- All health services providers have signed contracts to keep your information confidential.
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will investigate any suspected breach or unauthorized access to your PHI.

### **Your Privacy Choices**

Please speak to your usual care provider or our Privacy Officer if you want to:

- See your own assessment: You can request a copy of your assessment at any time.
- Correct your own assessment: You can ask to have information in your assessment corrected or updated.
- Opt-Out:
- You may choose not to share your information with other health service providers.

To withhold or withdraw your consent to share basic identifying or assessment information, call the Integrated Assessment Record (IAR) Consent Call Centre toll free at:

1-855-585-5279

Contact our Privacy Officer if you would like to know more about how your PHI is handled and shared with our partner organizations.

Privacy Officer  
Niagara Ina Grafton Gage Village  
Jerry Boichuk, CEO  
905-935-6080, Ext. 223

If you have any issues or concerns about how your health information is being handled, please contact:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
416-326-3333  
or 1-800-387-0073  
Online: <http://www.ipc.on.ca>

The Privacy and Your Assessment brochure is available at the Administration Office.

### **Code of Conduct**

We have a code of conduct for staff to help ensure high standards of service and conduct.

Staff may not:

- accept tips, money, or gifts from residents;
- sell items or services to residents;
- buy or take property or personal belongings from residents, their families, or their estates, or use it for personal gain;
- accept gifts or other items from residents in return for service;
- accept payment for service during or after work hours;



- borrow money or anything else from residents;
- witness a will, oath, or affidavit for a resident, or act as the executor of a resident's will;
- be on the job in an unfit condition due to using alcohol or drugs; or
- abuse residents, staff members, service agency representatives, or anyone else in the work place, either verbally, physically, psychologically, or financially.

The Abuse-Free Environment Policy (C-10-04-03) is available at the Administration Office.

### **Harassment**

Harassment is defined as engaging in comments or conduct towards a person or persons that is known or ought to be known to be unwelcome. Harassment may make one feel uncomfortable, embarrassed, offended, or intimidated. Types of behaviour that may constitute harassment include, but are not limited to:

- unwelcome jokes about one's colour, ancestry, religion, etc.
- racist remarks
- sexual advances or intimidation
- teasing or gestures which may cause embarrassment

Harassment directed towards residents, staff, and visitors will not be tolerated and will result in action being taken by the management of Niagara Ina Grafton Gage Village.

### **Noise Transmission**

You are reminded to respect your neighbours' right to privacy and enjoyment of their homes by keeping noise at a low level.

### **Residents' Responsibilities**

You should respect the rights and privacy of all persons in the facility and treat them with dignity, courtesy and respect.

You should abide by the facility's policies, procedures and guidelines.

## **Village Meeting**

A Village meeting is held on alternate months. This "town-hall" meeting is held with the Chief Executive Officer and the managers. Information is given to residents regarding Niagara Ina Grafton Gage Village events and issues. There is an opportunity for residents to ask any questions that they may have. Guest speakers are invited to attend.

## **Speak Your Mind Program**

In order to evaluate and assess the services and programs at Niagara Ina Grafton Gage Village, we need your written feedback. If you have a compliment, suggestion or concern, complete a "Speak Your Mind Form." The forms are reviewed by the Chief Executive Officer and directed to the appropriate manager. If you have signed the form, you will receive a personal reply within two weeks.

### **Forms - Locations**

- Atrium, "B" Building
- Dining Room, "B" Building
- Nurses' Station, Long-Term Care
- Entrance, "D" Building
- Lobby, "E" Building

### **Forms - Drop Off**

- Door Mail Slot, Administration Office, "B" Building
- Drop Box, Entrance, "D" Building
- Drop Box, Lobby, "E" Building

## **Resident Safeguards**

The procedure to obtain information, raise concerns, lodge complaints or recommend changes regarding the facility and its services is posted on the Concerns and Complaints bulletin board across from the Nurses' Station.

### **Definitions**

- **Concern**

Spoken statements or information from a person where they say they are not satisfied or are upset with care or service provided in the Home that can generally be resolved immediately or with 24 hours.

- **Complaint**

Written or spoken statements of dissatisfaction with the care and services of staff member(s) of Niagara Ina Grafton Gage Village. These should be forwarded to the applicable manager. The Ministry of Health and Long-Term Care (MOHLTC) shall be notified if the complainant requests or if the complaint meets the criteria for reporting.

**Reporting Concerns/Complaints**

If you are unable to verbally express your concerns in person or by telephone and must do so in writing or by email, then you must specifically indicate whether it is a concern or a complaint. You may use a "Speak Your Mind Form" as a tool for reporting a written complaint.

- Nursing/Personal Care - Nurse in Charge (RN or RPN) or Director of Resident Care
- Dietary/Laundry Concerns - Manager, Food and Laundry Services
- Maintenance/Housekeeping Concerns - Manager, Environmental Services

**Mandatory Reporting**

Everyone shares a responsibility to ensure that residents can live with dignity in safety, security and comfort. Ontario's Long-Term Care Homes are committed to providing the best possible care for Residents. The Ministry of Health and Long-Term Care inspects Homes to ensure that they are compliant with the Long-Term Care Homes Act, 2007.

You have a duty to report this information immediately to the responsible Director at the Ministry of Health and LongTerm Care if you see or suspect that any of the following has occurred or may occur that resulted in harm or risk of harm:

- Improper or incompetent care or treatment of a Resident
- Abuse of a Resident by anyone
- Neglect of a Resident by staff or the home's licensee
- Unlawful conduct

Or, if you suspect that the following has occurred or may occur:

- Misuse or theft of a Resident's money, including money being held by the Home in a trust account for the Resident
- Misuse or theft of funding provided to the Home by the government

### **Who Reports**

Other than a Resident, everyone has a duty to report any issues listed above. Residents can report these issues but are not obligated to do so. However, reporting is a requirement for the Home and for people who work in the Home, and those who provide professional services in the areas of health, social work, or social services work to the Residents and/or the Home. They may be subject to penalties if they fail to report.

### **How to Report**

1. Call the confidential toll-free number: 1-866-434-0144  
(7 days a week from 8:30 am - 7 pm)

**or**

2. Send a letter to:  
Attention: Director  
Ministry of Health and Long-Term Care  
Performance Improvement and Compliance Branch  
55 St. Clair Avenue West, 8<sup>th</sup> Floor, Suite 800  
Toronto, Ontario  
M4V 2Y7

Information is posted on the Concerns and Complaints board across from the Nurses' Station.



### **Retaliation and Whistle Blowing**

The Long-Term Care Homes Act, 2007 offers protection against retaliation to any person who discloses information to an inspector or to the Director of the Ministry of Health and Long-Term Care, or who gives evidence in legal proceedings. This protection is known as the “whistle-blowing” protection.

Specifically, the whistle-blowing protection requires that the Home and its staff will not retaliate against any person, whether by action or omission, or threaten to do so because anything has been disclosed to an inspector or to the Director. This includes, but is not limited to, disclosure of:

- improper or incompetent treatment or care of a Resident that resulted in harm or a risk of harm to the Resident;
- abuse of a Resident by anyone or neglect of a Resident by the Home or its staff that resulted in harm or a risk of harm to the Resident;
- unlawful conduct that resulted in harm or a risk of harm to a Resident;
- misuse or misappropriation of a Resident’s money;
- misuse or misappropriation of government funding provided to the Home;
- a breach of a requirement under the Long-Term Care Homes Act, 2007; or
- any other matter concerning the care of a Resident or the operation of the Home that the person advising believes ought to be reported to the Director.

In addition, no person will encounter retaliation because evidence has been or may be given in a proceeding, including a proceeding in respect of the Long-Term Care Homes Act, 2007 or its regulations, or in an inquest under the Coroners Act.

The Home or its staff will not do anything that discourages, is aimed at discouraging, or that has the effect of discouraging a person from doing anything mentioned above. Nor will the Home or its staff do anything to encourage a person to fail to do anything mentioned above.

For the purposes of whistle-blowing protection, “retaliation” includes, but is not limited to, disciplining or dismissing a staff member, imposing a penalty upon any person, or intimidating, coercing or harassing any person. A Resident shall not be discharged from the Home, threatened with discharge, or in any way be subjected to discriminatory treatment (e.g. any change or discontinuation of any service to or care of a Resident or the threat of any such change or discontinuation) because of anything mentioned above, even if the Resident or another person acted maliciously or in bad faith.

Further, no family member of a Resident, Power of Attorney (Property/Guardian/Trustee) of a Resident or person of importance to a Resident shall be threatened with the possibility of any of those being done to the Resident.



## Telephone Directory

905-935-6080 (switchboard bypass for extensions; touch-tone service is needed to access extensions) or 905-935-6822

	<b>Extensions</b>
Administration Office	221
Chief Executive Officer	223
Volunteer Coordinator	224
Director of Resident Care	226
Manager, Food and Laundry Services	227
Timeless Hair Salon, "B" Building	229
Manager, Environmental Services	230
Nurses' Station, Long-Term Care	231
Maintenance (after-hours emergencies)	232
Maintenance	235
Executive Assistant to the Chief Executive Officer	239
Activation/Recreation	243

### **Fire, Police, Ambulance**



## **Who Does What**

### **Board of Directors**

The Niagara Ina Grafton Gage Village Corporation consists of 14 volunteer directors who form the Board of Directors. The directors represent various sectors of the community, including hospitals, churches, and business/social agencies. The Board of Directors is responsible for the governorship of Niagara Ina Grafton Gage Village. The day-to-day operational responsibilities are delegated to the Chief Executive Officer.

### **Chief Executive Officer**

The Chief Executive Officer is responsible for the overall operation of Niagara Ina Grafton Gage Village. The Chief Executive Officer reports to the Board of Directors, while all managers report to the Chief Executive Officer. Any issues of concern or compliments may be referred to the Chief Executive Officer.

### **Director of Resident Care**

The Director of Resident Care is responsible for the provision of 24-hour services to residents in Long-Term Care, for Activation/Programs and for the supervision of staff in these areas. The Director is also responsible for clinics and services provided in Niagara Ina Grafton Gage Village for which a fee is charged. The role of RAI-MDS (Resident Assessment Instrument - Minimum Data Set), Infection Control Officer, and Education Coordinator for staff and residents of Niagara Ina Grafton Gage Village also falls under the direction of the Director of Resident Care.



### **Manager, Food and Laundry Services**

The Manager, Food and Laundry Services, is responsible for the dining, catering, and Satellite Meal Service programs and for overseeing the operation of the Food Services and Laundry Departments and for the supervision of staff.

### **Manager, Environmental Services**

The Manager, Environmental Services, is responsible for overseeing the operation of the Maintenance and Housekeeping Departments to provide a safe, comfortable, clean and well-maintained environment, and for the supervision of staff in these areas. The role of Fire Safety and Emergency Management Coordinator also falls under the direction of the Manager, Environmental Services.

### **Volunteer Coordinator**

The Volunteer Coordinator is responsible for the recruitment, training, supervision, recognition and engagement of all Niagara Ina Grafton Gage Village volunteers. Volunteers play an important role throughout the organization by assisting in all departments and enhancing residents' and their families' experiences.

### **Residents' Council and Family Council**

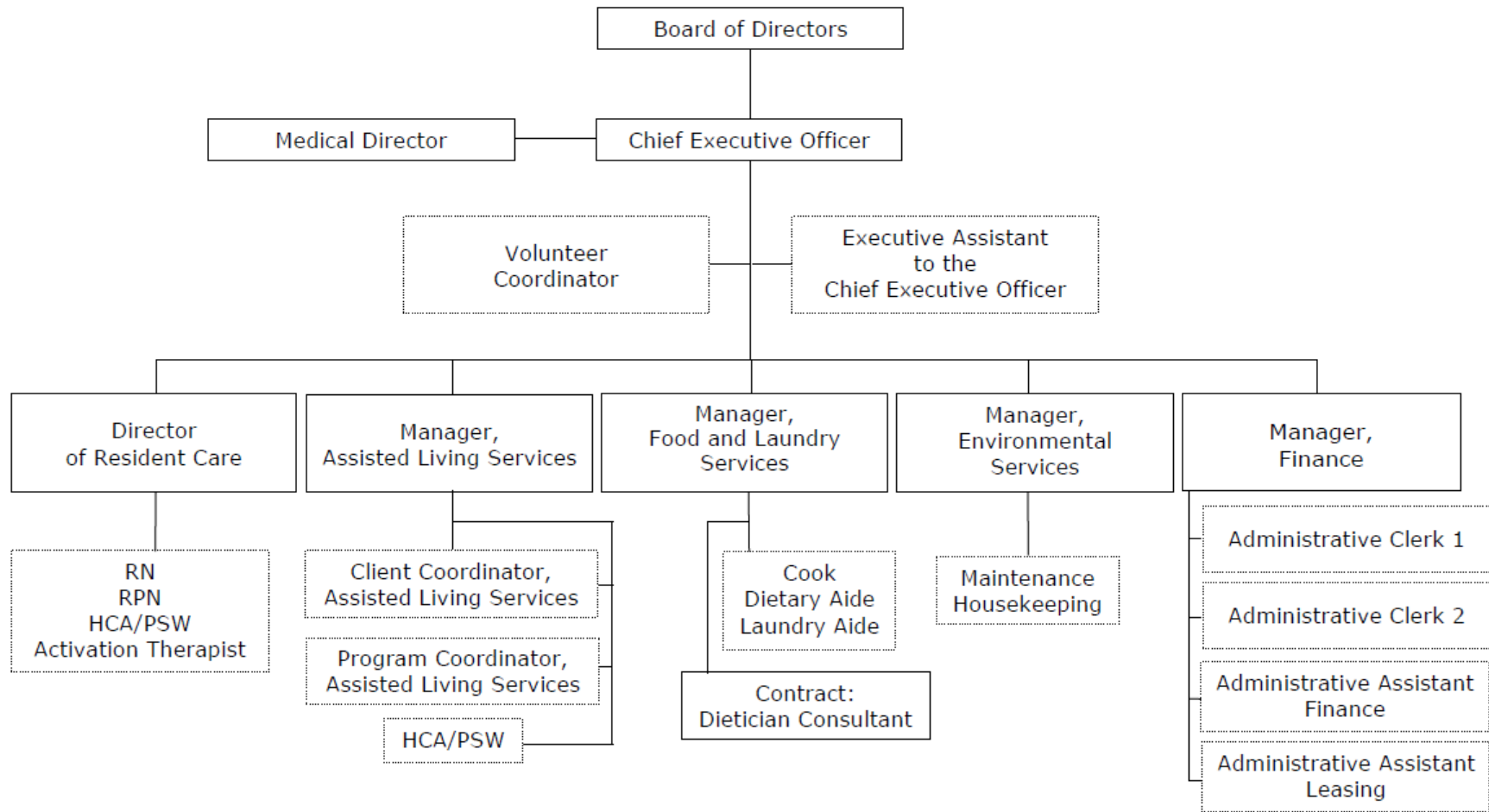
The Long-Term Care Homes Act replaced three pieces of legislation: The Nursing Homes Act, Charitable Institutions Act, and Homes for the Aged and Rest Homes Act. The Act governs LongTerm Care Homes in Ontario. It stipulates that there should be two councils - a Residents' Council and a Family Council.

The Act indicates who can and cannot be a member of the Residents' Council. The Long-Term Care Residents' Council and the Long-Term Care Family Council communicate with management with the hope of achieving goals and providing suggestions on improving the quality of life in LongTerm Care.

Residents are encouraged to attend the Residents' Council meetings to discuss their ideas and concerns. They are also encouraged to represent their peers when voicing opinions. Families and friends of residents are welcome and encouraged to attend the Family Council meetings. Minutes from Residents' Council and Family Council meetings are posted in Long-Term Care.

# Niagara Ina Grafton Gage Village Organizational Chart

- 23 -



## **Long-Term Care**

### **Accommodation**

There are 40 Care Suites located in "B" Building. They are funded by the Ministry of Health and Long-Term Care. Application is made through Hamilton Niagara Haldimand Brant Local Health Integration Network. There are two types of accommodation: preferred and basic. Accommodation fees are set by the Ministry of Health and Long-Term Care and are adjusted from time to time. You may be eligible for a rate reduction under Provincial Regulations. If you are paying the private accommodation rate, a "Rate Change Request Form" should be completed and you will be put on a waiting list for available rate reduction. It is understood that you will pay the private accommodation rate until such time as the rate reduction accommodation becomes available.

### **Bed Holding Prior to Admission**

A bed may be held for a maximum of three (3) days following the day of notification by Hamilton Niagara Haldimand Brant Local Health Integration Network that a bed is available.

If you do not move into the facility within the first 24 hours of being accepted, your bed will be held for up to three (3) days, at your request. You must be admitted on the third day following the day of notification. The bed cannot be held for any additional days.

### **Prior to Admission to a Care Suite**

An appointment is made with the Director of Resident Care to review and sign the "Accommodation Agreement" and "Purchase of Services Agreement." A "Resident Information Data Sheet" is completed at this time and a copy of the Powers of Attorney for Property and Personal Care is submitted to the facility.

An overview of the Residents' Bill of Rights as outlined by Long-Term Care Standards is provided.



## **Payments**

### **When to Pay**

Your first payment is due on your admission day. If you are admitted on any day other than the first day of the month, you will be charged on a per diem basis. Thereafter, your monthly rent is due on the first day of the month. Preauthorized payment (automatic withdrawal) is the preferred method of payment.

For all accounts that are overdue by more than sixty (60) days, a 4% charge is applied. This will be applied on a monthly basis thereafter with a notice being sent each time that a new charge has been applied. Any account over 120 days in arrears will be sent for collection after one final notice is sent, and if no payment has been received within 10 days.

### **How and Where to Pay**

You are requested to pay your rent by pre-authorized payment (automatic withdrawal). Forms are available at the Administration Office, "B" Building to sign up for this service. This method of payment is easy and a timesaver for everyone! Cash is not accepted. If you decide to pay your rent via personal cheques, deposit them in the door mail slot at the Administration Office.

A receipt representing your total yearly payments will be prepared and issued each January.

### **Power of Attorney for Personal Care**

The Power of Attorney for Personal Care is the person that you choose to speak on your behalf when:

- you are deemed incompetent by a physician after discussion with you; or
- you request in writing that you wish this assigned person to make decisions for you, knowing that you may resume this right at any given time.

Upon admission, it is necessary to list a Power of Attorney for Personal Care, a Power of Attorney for Property and the Executor of the Estate. The Power of Attorney for Property is also the Guarantor. If you are on a Leave, only the Power of Attorney for Personal Care/Property will be allowed entry to your room. A friend or relative other than the Power of Attorney for Personal Care/Property may have access to your room only if the nurse in charge is in receipt of written permission from you or your Power of Attorney for Personal Care/Property. Upon your death, the role of the Power of Attorney ends and that of the Executor of the Estate begins; therefore, only the Executor of the Estate may have access to your room and belongings.

### **Care Conferences**

An Interdisciplinary Care Conference takes place with you and members of the Interdisciplinary Team within six weeks following your admission to review and further develop a written Care Plan. Thereafter, an Interdisciplinary Care Conference takes place annually. A written invitation is extended to you prior to each conference. You are encouraged to attend if you are able, and you may also wish to have your family attend. The following members of the Interdisciplinary Team provide input for review at the Interdisciplinary Care Conference where applicable. They may or may not attend:

- Director of Resident Care
- Nursing Staff (Registered Nurse/Registered Practical Nurse, Personal Support Worker)
- Activation Therapist
- Manager, Food and Laundry Services
- Food Services Staff
- Physician
- Dietician
- Occupational Therapist
- Physiotherapist
- Pharmacist

## **Medical Services**

You may request to transfer to the services provided by the Niagara Ina Grafton Gage Village's Medical Director. Upon request, nursing staff provides you with a "Release of Medical Records" form to be signed and submitted to your physician. Once the medical records are received by the facility, the Medical Director assumes providing services. The Medical Director is on call to nursing staff 24 hours a day and is on site every Thursday morning.

Services provided for residents living in Long-Term Care include:

- LifeLab Laboratory - ECG and blood tests
- STL Imaging - x-rays and ultrasounds

## **Medication**

Medication may only be kept at the bedside if the resident is assessed as being competent and a physician's order has been obtained.

## **Ministry of Health and Long-Term Care Resident Leave Policy**

Policies for leaves are outlined by the Ministry of Health and Long-Term Care.

### **Casual Leave**

- A casual leave is up to 48 hours per week.
- Casual leaves are permitted in addition to vacation or medical/psychiatric leaves.
- A casual leave may not be used to extend medical/psychiatric leaves.
- For calculation of a leave period, the first day of the week is considered to be Sunday.
- To facilitate such a leave, nursing staff requires 48 hours' notice. If a leave is to start on a Monday or Tuesday, nursing staff must be advised by noon the Friday before. You may leave a message at 905-935-6080, Ext. 231 or speak to nursing staff.

### **Vacation Leave**

- A vacation leave of 21 days per year is available to you. This leave cannot be carried from one year to the next. After 21 days, a bed-holding fee will be charged.
- Casual leave or absence days may be combined with a vacation leave, making it possible for you to have up to 31 days of combined leave once a year.
- Specific medical and nursing care shall be documented and written instructions given to you or the person accepting responsibility for you. You or the person accepting responsibility for you shall sign that the care information has been received.
- Vacation leaves require preparation. Nursing staff requires notification of one (1) week before the date of leaving.

### **Hospitalization While on Leave**

If you are hospitalized while on either a casual or vacation leave, nursing staff should be notified of the date of hospitalization and the hospital where you have been admitted.

### **Medical Leave**

- Medical Leave is for the purpose of hospitalization and is available for up to 21 days per hospitalization.
- Medical Leave is available as often as required, provided that you return to your Care Suite between leaves.
- During a Medical Leave, you will continue to be responsible for paying the usual charges associated with your Care Suite.
- After a 21-day Medical Leave, the Care Suite may be held by you for an additional 30 days during which time the total daily rate is borne by you. You shall indicate in writing the agreement to pay the total charges. These rates are set up by the Government of Ontario and are subject to periodic change.
- If you are unable to return to your Care Suite at the end of the 30-day bed holding, you will be discharged from the Care Suite.
- If you are discharged due to extended absence, you may request readmission to Niagara Ina Grafton Gage Village, provided that the facility has adequate resources to provide your required care.



- Application is made through Hamilton Niagara Haldimand Brant Local Health Integration Network. If this is necessary, the hospital Discharge Planner provides assistance.
- Neither Casual Leave nor Vacation Leave may be combined with a Medical Leave.

### **Psychiatric Leave**

The attending physician may authorize a Psychiatric Leave of up to 45 days. Other than the initial length of the leave, the policy is the same as for a Medical Leave.

### **Staff**

#### **Registered Staff**

Registered Nurses and/or Registered Practical Nurses, under the direction of the Director of Resident Care, are in charge of Long-Term Care on a 24-hour basis. They are responsible for the supervision of your daily care and the administration of medications and treatments.

#### **Personal Support Workers**

Personal Support Workers, under the direction of the Director of Resident Care, provide your daily care and assist you in meeting your personal needs.

#### **Activation Therapist**

The Activation Therapist, under the direction of the Director of Resident Care, is responsible for assessing you to determine the programs and events that will meet your individual physical, social, emotional and spiritual needs. As part of restorative care, the therapist assists you with mobility and various types of exercise. The therapist arranges entertainment programs, services and bus outings (nominal fee). The therapist assigns and schedules volunteers and students to assist with these resident-centred activities.

#### **Housekeeping Staff**

Housekeeping staff, under the direction of the Manager, Environmental Services, is responsible for all cleaning in LongTerm Care, including your room.

**Laundry Staff**

Laundry staff, under the direction of the Manager, Food and Laundry Services, is responsible for the laundering of linen and your personal laundry.

**Maintenance Staff**

Maintenance staff, under the direction of the Manager, Environmental Services, is responsible for promoting and maintaining a clean, safe and comfortable environment at all times. Staff performs minor plumbing, electrical and appliance repairs, as well as painting and repairing of walls, ceilings, etc. The staff also assists with preventative maintenance throughout the facility.

**Dietician**

The Dietician, under the direction of the Manager, Food and Laundry Services, is responsible for completing your nutritional assessment and providing dietary recommendations for you.

**Cook**

The Cook, under the direction of the Manager, Food and Laundry Services, is responsible for preparing all meals served in the Dining Room.

**Dietary Aide**

The Dietary Aide, under the direction of the Manager, Food and Laundry Services, is responsible for assisting with food preparation, serving meals, washing dishes and resetting Dining Room tables.

## **Personal Assistance Service Device/Restraints**

A personal assistance service device (PASD) is a device used to assist a person with a routine activity of daily living. A PASD may limit or inhibit movement but is not considered a restraint if the intent is to provide assistance with activities of daily living. Examples may be, but are not limited to the following:

- Tables on wheelchairs to aid a resident to independently feed him/herself
- A seatbelt/leg rests, or tilt capacity, or other device on a wheelchair used for the sole purpose of positioning, comfort and prevention of skin breakdown

## **Use of Restraints**

The staff of the Home shall ensure that the least restrictive type of physical restraint is used as an intervention after all alternatives to restraining have been considered or tried and found to be ineffective.

No resident shall be restrained for the convenience of staff or as a disciplinary measure. Only legally approved, commercially made physical restraints may be used in accordance with manufacturer's specifications and directions.

Only legally approved chemical restraints are to be used. Environmental barriers or locks can only be used when indicated on the resident's Care Plan.

Exception to this policy: Common law duty (LTCHA s.36; Reg 79/10 s. 110 (1,-5, 8)).

- Duty of a caregiver to restrain or confine a person when immediate action is necessary to prevent serious bodily harm to the person and others.

A copy of the Home's Restraint Policy (LTC-03-06-01) is available upon request.

**Transfers**

If you would like to move to another unit, keep in mind that you will be placed on a waiting list according to our first-come first-serve policy. To apply for a transfer, contact the Director of Resident Care.

A transfer fee is applicable.

**When You Decide to Move Out**

When you decide to move out, you must submit your intent in writing.

All belongings must be removed from your Care Suite with 48 hours of moving out.

## **Your New Home**

### **Accommodation/Purchase of Services Agreements**

Prior to moving in, you are required to sign an "Accommodation Agreement" and a "Purchase of Services Agreement." The Director of Resident Care reviews the terms of the Agreements with you and answers any questions you may have. You will also receive a "Residents' Information Package." You are also required to complete a "Resident Information Data Sheet". If there is a change in your personal data, you are required to complete a "Change of Personal Information" form and return it to the Administration Office.

### **Alcoholic Beverages**

Alcoholic beverages may not be kept in your room; however, if alcohol is not contraindicated and is prescribed by your physician, it shall be kept in the Medication Room and administered by nursing staff.

### **Appliances**

Small bar refrigerators are permitted in your Care Suite once they are inspected and approved by the Environmental Services Department. It is your responsibility to maintain the cleanliness of the refrigerator. Appliances such as microwave ovens, kettles, coffee makers, curling irons, etc. are not permitted according to the standards set out by the Ministry of Health and Long-Term Care and the recommendations of the Niagara Ina Grafton Gage Village's Occupational Health and Safety Committee. All electrical items must be brought to the Nurses' Station for inspection by the Environmental Services Department.

An individually controlled heating/air-conditioning unit is provided in each Care Suite. No items should be set on this unit and a minimum six-inch clearance must be allowed in front of the unit.

## **Bathing**

You are offered an assisted therapeutic bath twice weekly. You may shower independently or a staff member may assist you if it is deemed necessary.

## **Birdfeeders**

Birdfeeders are not allowed to be located anywhere on Niagara Ina Grafton Gage Village property.

## **Cable TV**

Cable TV is available for a monthly fee. Arrangements can be made through the Administrative Assistant - Leasing at the 905-935-6822, Ext. 238.

## **Clothing/Dentures**

On admission, bring all of your clothing to the Nurses' Station for labelling. All clothing should be machine washable. The appropriate type of clothing may be determined in discussion with nursing staff.

You should have a quantity of undergarments, nightwear and socks/stockings and may wish to bring your own selection of personal toiletries.

Dentures must be labelled.

## **Decorating/Renovations**

Complete a Unit Alteration Request form (available at Administration Office) and contact the Manager, Environmental Services before you consider making **any** decorating changes or renovations to your unit.

## **Disposing of Your Moving Boxes**

Cardboard moving cartons and all cardboard boxes should be broken down and tied in bundles before being placed in the cardboard bin in the outdoor garbage compound at "A" Building or in the Garbage Rooms. Items or garbage must not be left in the Receiving Room located behind the Service Elevator, "B" Building.

## **Furnishings**

Niagara Ina Grafton Gage Village provides a single hospital bed, bedside table and a comfortable chair for each Care Suite; however, you may prefer to bring your own furnishings. The Director of Resident Care should be consulted regarding furnishings that are brought into your room to ensure that they comply with the recommendations of the Occupational Health and Safety Committee. Storage space is limited to the closet provided in each Care Suite. Due to the surface coating in the shower stalls, no storage is permitted in this area.

## **Hallways/Stairwells**

As per the Ontario Fire Code, the floors of the hallways and stairwells must always be kept clear. Electric scooters, walkers, shoes, shoe racks, floor mats, boot trays, shopping carts, etc. must not be stored in the hallways or stairwells. Decorations on residents' doors or in the alcoves by the doors must not be flammable.

## **Housekeeping**

Housekeeping schedules are in place to address daily cleaning, thorough cleaning and carpet cleaning. Bed linen is changed weekly. Toilet tissue and soap are provided. The following linens are supplied by the facility: wash cloths, towels, pillowcases, sheets and blankets.

## **Insurance**

Niagara Ina Grafton Gage Village is not responsible or insured for your personal property and strongly recommends that you obtain insurance on the contents of your Care Suite to protect your belongings against theft, fire or other damage.

## **Library**

The Library is located in "B" Building beside the Chapel. A computer with Internet Access is available.

## **Mail**

Ensure you use the correct mailing address for Niagara Ina Grafton Gage Village:

<p>Your Name 413 Linwell Road, # St. Catharines, ON L2M 7Y2</p>
---

Example: #1111

Personal deliveries are to be directed to your address. The Administration Office does not accept deliveries.

A Canada Post mailbox is located outside the Atrium, "B" Building.

In order to redirect mail efficiently, it is vital that Canada Post be notified of any change in your address status (internal transfer/move out/death). When a change occurs, a notice will be put in your mailbox fully explaining the steps involved to notify Canada Post and all businesses that you deal with, family, friends, etc. This is your/your family's responsibility.

## **Newspaper**

The St. Catharines Standard is available for purchase at Ina's Café or you may subscribe by contacting "The Standard."



## **Occupational Health and Safety Inspections**

Occupational Health and Safety focuses on protecting the safety, health and welfare of our staff by fostering a safe work environment. An Occupational Health & Safety Inspection of the Long-Term Care area and a selection of residents' rooms is carried out on the third Monday of each month by a manager and staff member (both have an Occupational Health & Safety Certificate). If you have an issue with these inspections, please notify the Director of Resident Care.

## **Parking**

The parking lot is monitored by an outside company. All vehicles that are illegally parked will be towed away at the owners' expense. One (1) numbered parking space is assigned to each qualifying unit for your primary vehicle. To qualify for a numbered parking space, you must possess a valid Ontario driver's licence and your vehicle(s) must be registered in your name. Prior to your move-in date you must register your vehicle(s) and provide a copy of your driver's licence. You must read and accept the Parking Policy, and complete and return the Parking SignOff Sheet. You will receive a tag to hang from the rear-view mirror of your vehicle(s). It must be visible at all times. You must park in your white-lined, assigned parking space only. You will receive a tag if you have a second vehicle, but a numbered parking space is not assigned. Parking for secondary vehicles is within the yellow-lined spaces throughout the parking areas on the facility grounds.

Observe and adhere to roadway signs and the speed limit. Visitor/disabled parking is available.

## **Pets**

If you have a pet, it is addressed on an individual basis. You should be able to provide all the necessary care for your pet.



## **Safety and Security**

### **Door Entry System**

There is a mag lock system in place at all entrances/exits to Long-Term Care. There is an entry button ("wheelchair button") at each entrance for easy entry, and an exit keypad and code (2580\*) are provided to exit.

If you wish to enter the Atrium entrance, "B" Building between 10 pm and 5:30 am, you must buzz the Nurses' Station by pushing the red button located on the wall (right side) between the sliding entrance doors. Staff will buzz you in and then unlock the fire/security door between the Dining Room and the service elevator so that you can continue on to Long-Term Care. To exit the Atrium entrance, an exit keypad and code (2580#) are provided.

### **Identification Bracelet**

You are provided with an identification bracelet within one week of your admission. This bracelet is supplied for your own safety.

### **Keys**

You are provided with one mailbox key. If you lose this key, a replacement fee will be charged. You may choose to have your mail delivered to your Care Suite by a volunteer.

### **Leaving the Facility for an Outing**

When leaving the facility for appointments or outings, etc., you must sign out at the Nurses' Station and sign in upon your return.

### **Nurse Call System**

A Nurse Call System is in place. You are provided with a necklace pendant that activates the Nurse Call System when you press the button on it. This is to be used when you require assistance.

## **Smoking**

Niagara Ina Grafton Gage Village is a smoke-free facility. Ignitable items (matches, lighters, etc.) are not permitted in your room according to the standards set out by the Ministry of Health and Long-Term Care.

## **Telephones**

### **Unit Telephone**

Each Care Suite has at least one telephone jack. Contact a telephone provider to hook up your telephone service. There will be a charge from the provider for the hookup.

### **Courtesy Telephone**

A courtesy telephone is located in the Atrium, "B" Building, beside the Administration Office door. You may access internal extension numbers only with this telephone. One button is programmed for emergency use and "HELP" is marked on it. Supportive Housing staff will respond and call 911 if required.

## **Valuables**

Niagara Ina Grafton Gage Village does not assume responsibility for any valuables, personal belongings, or money kept in your room. These are your sole responsibility. It is suggested that you do not keep such items, but if you choose to do so, they should be kept in a locked drawer in your room. Niagara Ina Grafton Gage Village does not provide such an area for valuables.

## **Visitors**

There is no restriction on visitors, except at your request.

## **The Village News**

You receive a copy of "The Village News" in your mailbox on alternate Thursday afternoons. This publication keeps you up to date on events at Niagara Ina Grafton Gage Village.



## Fire Safety

### Resident Fire Safety Plan

The Resident Fire Safety Plan tells you the best way to evacuate the building if there is a fire. The Resident Fire Safety Plan is located by the elevators. Observe where the fire alarms are located in the hallways.

### Exiting a Building in an Emergency

When the fire alarm system is activated, you will be assisted to evacuate from your room.

Make sure your visitors know the rules for leaving the building. The elevators return to the ground floor and stop working; therefore, you may need to use a stairwell to evacuate the building.

### Smoke/Heat Detectors

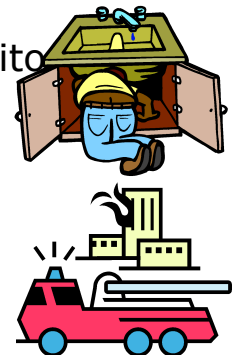
Your unit has a smoke/heat detector, which must not be disconnected. It is tested annually as per the Fire Code. In addition, all areas of the main floor in "B" Building are protected through a sprinkler system.

### Fire Alarm Testing

Testing of the fire alarm system and the emergency lights throughout the buildings is scheduled annually as per the Fire Code.

### Fire Drills

Fire drills are scheduled monthly. Residents and visitors are expected to participate.



## Repairs

### **Environmental Services**

Maintenance staff promotes and maintains a clean, safe and comfortable environment at all times. They perform minor plumbing, electrical and appliance repairs as well as painting and repairing walls, ceilings, etc. The staff also assists with preventative maintenance throughout the premises.

If you require maintenance service, complete a "Maintenance Requisition Form". The forms are located in a wall display unit in the Atrium, "B" Building.

Completed forms may be dropped off in the door mail slot, Administration Office, "B" Building.

The Maintenance Department may be reached seven days a week by calling 905935-6080, Ext. 235. The Manager, Environmental Services may be reached at Ext. 230. Voicemail is checked every 30 - 60 minutes. If there is no answer, leave a message.

Repairs and maintenance are done to appliances, plumbing and electrical property owned by Niagara Ina Grafton Gage Village only. Delays may occur if it is necessary to call in a contractor, or if the supplies needed are not in stock.

There is no charge for repair due to normal wear and tear. However, any damage you or your visitors cause is charged to you. The Manager, Environmental Services, is responsible for preparing and authorizing the charge for any repair or damage. If you have any questions about a charged repair, you should discuss them with the Manager, Environmental Services.

Water stains that appear on walls and ceilings should be reported immediately.



## **Maintenance Hours**

### **Regular Hours**

Monday - Friday: 8 am - 7 pm

Weekends: 9 am - 5 pm

Call 905-935-6080, Ext. 235 and leave a message. Your voicemail will be checked during regular maintenance hours.

### **After-Hours Emergency**

Monday - Friday: 7 pm - 7 am

Weekends: 5 pm - 9 am

Call 905-935-6080, Ext. 232.

Voicemail is checked every 30 - 60 minutes. If there is no answer, leave a message.

### **After-Hours Non-Emergency**

Call 905-935-6080, Ext. 235 and leave a message. Your voicemail will be checked during regular maintenance hours.

### **Examples of an Emergency**

- fire
- flooding
- elevator breakdown
- unit power failure
- being locked out of your unit
- overflowing plugged toilet\*

\* A plugged toilet that is not overflowing is not an emergency. Turn off the water to the toilet, or ask a family member to do so, if possible. Do not flush the toilet. Use the public washrooms until the next business day when maintenance staff will be available to unplug the toilet.

## **Security**

### **Vandalism**

If you see anyone damaging Niagara Ina Grafton Gage Village property, contact the police immediately and notify the nurse in charge or the Administration Office as soon as possible. Often vandals cause damage to elevators, stairwells, and hallways which are expensive to repair.



## Services

### Administration Office

#### Location

The Administration Office is located in "B" Building

#### Hours of Operation

Monday to Friday, 9 am to 4 pm

### Food Services

#### Dining Room - "B" Building, 1<sup>st</sup> Floor

#### Hours of Operation

Doors are open from 7 am - 6 pm

**Breakfast:** Buffet available at 7:45 am

**Lunch:** Buffet available at 11:45 am

**Dinner:** Buffet available at 4:45 pm

#### Diet and Nutrition

Regular and therapeutic menus are prepared under the direction of a registered Dietician and meet Canada's Food Guide to Healthy Living. The menus are on a rotation cycle and are changed twice yearly. The menu offers choices for each meal.

If a family member or visitor wishes to eat in the Dining Room, meal tickets may be purchased at the Administration Office during regular business hours.

### Other Services

- Ina's Café is a great gathering place for residents, family members, visitors and staff to enjoy a hot cup of coffee, lunch or a snack. Cards, stamps, SMS frozen meals and basic household essentials are also available for purchase.
- Timeless Hair Salon ("B" and "E" Buildings) provides a full range of services at affordable prices.
- Physiotherapy services (OHIP provided) are provided.
- The VON provides foot care services on a fee-for-service basis.



### **Other Services (cont'd)**

- An optician visits monthly to assist residents with adjustments to their glasses and provides a selection of eyeglasses for residents to view and purchase. An optometrist may periodically be scheduled to provide on-site eye testing.
- The Canadian Hearing Society provides regular Hearing Care Clinics.
- Motion Specialties is on site weekly to repair wheelchairs, scooters and walkers, etc. There is a fee for parts only.
- Meridian Credit Union provides monthly banking services.
- Niagara Ina Grafton Gage Village has an 18-passenger wheelchair-accessible bus that is used for resident outings.

For additional information on the above, call or visit the Administration Office or speak to the Director of Residence





## **Programs**

### **Recreation**

Activation Therapists plan activities, recreational programs and special events.

A monthly activity calendar is posted for residents living in Long-Term Care. Village-wide activities are posted on the monthly "Activity Calendar" on bulletin boards, "The Village News" (biweekly) and whiteboards ("A/B" Buildings).

### **Pastoral Care**

A variety of services with visiting guest ministers are available for residents:

- Holy Rosary
- Wednesday Chapel Service
- Protestant Communion Service
- Catholic Service
- Sunday Worship Service

For details of dates/times, see the monthly "Activity Calendar" (on bulletin boards), "The Village News" (biweekly) and whiteboards ("A/B" Buildings).

### **Volunteers**

Niagara Ina Grafton Gage Village relies on volunteers to enhance the quality of life for residents in the Village. If your family member would like to consider donating their time and talents, contact the Volunteer Coordinator. Your contribution, no matter how large or small, is appreciated.

### **Volunteer Opportunities**

- Information Desk
- Administration
  - Office duties
- Dining Room
  - Bus tables, carry trays
  - Restorative assistance (helping residents maximize their level of independence and comfort)

### **Volunteer Opportunities (cont'd)**

- Satellite Meal Service
  - Package and/or deliver frozen meals
- Activation
  - Recreation Programs
  - Socials and special events (running recreation programs, assisting with 'special themed' events)
  - Portering residents to and from Dining Room
- Supportive Housing
  - Grocery bus helper
  - Assist residents to on-site appointments
  - Swim buddy
- Friendly Visiting Program
- Bus Driver (driving Village bus)
- Facility Enhancement
  - Horticultural care (indoors and outdoors)
  - Seasonal decorating
- Village Entertainment
- Library
- Pastoral Care
- Student Placement
- Niagara Ina Grafton Gage Village Welcoming Committee
- Gift/Tuck Shop



## Recreation Facilities

Niagara Ina Grafton Gage Village offers you and your family the use of the recreational facilities located in the Lower Level, "B" Building. There is no charge to you for the use of these facilities. This includes:

- Bowling Alley: four five-pin automatic bowling lanes. The schedule showing the available times for resident use is posted at the Bowling Alley or may be picked up at the Administration Office.
- Swimming Pool: therapeutic warm pool. The schedule showing the available times for resident use is posted at the Swimming Pool or may be picked up at the Administration Office. To use the Swimming Pool, enquire at the Administration Office. Pool parties are not permitted, and children are not permitted to use the swimming pool.
- Shuffleboard: courts are located in the Auditorium; organized shuffleboard games are scheduled (for day/time, see Activity Calendar).
- Billiard Room: To use the Billiard Room, enquire at the Administration Office. The use of the room is restricted to adults only (18+).
- Village Recreation Centre: To use the Village Recreation Centre, enquire at the Administration Office.

In the Lower Level, there is a large Auditorium where many inhouse activities and programs take place. As well, the Auditorium may be rented out to the wider community.

The Auditorium is available for your use, with residents and staff receiving a 15% discount off the regular rental rate.

Lounges are available in several areas for you to hold birthday parties, anniversary parties or family gatherings at no charge.

If applicable, a set-up or clean-up fee may be charged. All enquiries about room rentals or reservation for lounges should be directed to the Administration Office. Keys may be purchased at the Administration Office.



## Village Layout

- "A" and "B" Buildings consist of 120 rental apartments with lounges and multipurpose rooms, 12 Bedsitting Rooms and 40 Long-Term Care Suites. The Atrium houses the Administration Office and Ina's Café. Other areas include: Dining Room, Chapel, Library, Timeless Hair Salon and the Lower Level which houses the Auditorium, Swimming Pool, Bowling Alley, Billiard Room, Village Recreation Centre and Red Roof Retreat.
- "C/F" consists of 47 life lease bungalows.
- "D" Building consists of 52 life lease apartments with lounges, a Multipurpose Room and a Craft Room.
- "E" Building consists of 60 life lease apartments with lounges, a Multipurpose Room and the Timeless Hair Salon.
- For layout diagrams, see Appendix - Facility Layout Diagrams.



# Appendix

## Facility Layout Diagrams

EMBED  
MS\_ClipArt\_Galler  
y