

2025

# Resident & Family Handbook Long Term Care



LONG TERM CARE

[www.niagarainagrafton.ca](http://www.niagarainagrafton.ca)

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# Welcome

On behalf of the Niagara Ina Grafton Gage Village's Board of Directors, management team and nearly 400 dedicated staff and volunteers, it is my pleasure to welcome you to Niagara Ina Grafton Gage Village.

All of us recognize that this move is a big change in your life which may come with many questions. Please do not hesitate to speak with any member of the staff that you may see if you need more information. We are here to assist you and to make you feel at home, wherever we can.

Have a look through this information package for answers to our most often asked questions, some tips and important information to help you settle in your new environment and community.

I wish you all the best and hope you enjoy your new home.

Sincerely,

Kathy Robinson  
Acting Chief Executive Officer

# Telephone Directory

Call Direct to: 905-935-6080 and extension as follows:  
Or Call Main Line during office hours: 905-935-6822

Administration Office .....	221
Manager of Finance .....	222
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# Your New Home

You have been admitted to one of 40 rooms in our Long-Term Care unit located in Building B. Each room includes:

- 1 hospital bed and mattress
- 1 rolling bedside table
- 1 comfortable chair
- Large private bathroom
- 1 closet
- Heating/Air Conditioning unit (please keep clear and do not store items on top of the unit)
- Linens – bed sheets, pillowcases, blankets, wash cloths and towels

## **What you can bring:**

Residents are encouraged to bring personal items to customize their room as they see fit to make it comfortable and home. Any additional furnishings must be approved by the Director of Resident Care and the home reserves the right to refuse items that may impede medical equipment, prove to be a health and safety hazard for staff providing care and/or present a fire safety concern.

Residents may wish to bring their favourite personal toiletries.

## **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 room once they are inspected and approved by our Environmental Services Manager. The ongoing cleaning and maintenance of your fridge is your responsibility and must be cleaned weekly to ensure cleanliness and old food items are removed.

Some of the items **not permitted** as per the standards set out by the Ministry of Long-Term Care and our Health & Safety Team are:

- Cooking Appliances i.e. Microwave Ovens/Hot Plates/Air Fryer
- Kettles & Coffee Makers
- Curling Irons/Flat Irons/Electric Rollers
- Irons
- Dehumidifiers
- Portable Heaters
- Area Rugs
- Over crowded rooms with excess furniture impeding medical equipment.

All electrical items should be brought to the nurses' station for inspection by the Environmental Services Manager. All boxes and bins should be properly stored off of the floor to allow thorough cleaning and promote safety.

### **Bathing**

All residents are offered an assisted therapeutic bath or shower twice weekly.

### **Birdfeeders/Birdbaths**

Unfortunately, birdfeeders and birdbaths are not permitted.

### **Cable TV**

Cable TV is available for a monthly fee. Arrangements can be made directly with Cogeco to receive a cable box for your room. Please advise Cogeco that you are now residing at Niagara Ina Grafton Gage Village your room number etc. The billing for Cogeco cable services will come from the home following the set up.

### **Clothing/Dentures**

On admission bring all of your clothing to the Nurses' Station for your personalized labelling. You will need machine washable clothing, undergarments, nightwear, socks, stockings. Dentures and glasses must be labelled with your name too!

### **Closet/Storage**

Each room has a closet for storage. Please do not store items in the shower stall.

## **Disposing of your Move-In Boxes**

If you have cardboard boxes they must 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 room. Items or garbage must not be left behind anywhere else or within the room itself. Some families remove the cardboard and dispose of at their own homes.

## **Hallways/Stairwells**

As per the Ontario Fire Code, the floors of the hallways and stairwells must always be kept clear. Electric wheelchairs, walkers, shoes, shoe racks, floor mats, boot trays, etc must kept within the room. Decorations on the resident’s door must not be flammable.

## **Housekeeping**

Our staff change out bed linens on bath day unless otherwise required. Housekeeping staff on the floor are scheduled to complete daily cleaning chores, and are also routinely scheduled for more thorough cleaning.

## **Insurance**

It is strongly recommended that you obtain content insurance for your personal items in your room to protect from theft, fire or other damage. Niagara Ina Grafton Gage Village is not responsible or insured for your personal property.

## **Laundry**

Our laundry team will be taking care of your personal laundry items. Please ensure you have them properly labelled at the Nurses’ Station. As well, after move in, any new clothing items received or purchased should also be labelled at the Nurses’ Station. We recommend clothing that can tolerate frequent washing & temperature of industrial washing machine. Fine materials such as linen, silk, and wool are not recommended.

## **Library**



The library is located just outside of the long-term care unit in B building beside the chapel. Everyone is welcome to browse for a good read, complete a puzzle or use one of the two computers with internet access. The library is a lovely spot for a visit.

## **Mail**

Congratulations you have a new address! Your official new address is:

Your Name  
413 Linwell Road, # (insert unit number)  
St. Catharines, ON  
L2M 7Y2

All Long-Term Care Residents have a Canada Post mailbox assigned for their room number. A key deposit of \$10 was charged during your admission process. Remember to check and empty your mailbox daily. The home also place important memos and internal mail for you in your mailbox.

Some of our Long-Term Care residents prefer their family to manage their mail and have items delivered to their family's address outside of the home.

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 for outgoing mail.

### **Change of Address Notification – Canada Post:**

If you are moving in from outside in the community, or internally from another unit elsewhere at Niagara Ina Grafton Gage Village OR if you are moving OUT, it is very important to change your address with Canada Post. This will be the responsibility of you or your family.

Mail Forwarding Forms can be found at any postal outlet or online at [www.canadapost.ca](http://www.canadapost.ca)

## **Newspaper**

The St. Catharines Standard delivers to Niagara Ina Grafton Gage Village. You may subscribe by contacting “the Standard” at 905-684-7251 or online at [stcatharinesstandard.ca](http://stcatharinesstandard.ca)

## **Parking**

Visitor parking is available in front of Building B in the yellow, unnumbered spaces. Handicap parking is also available. Please ensure there is no parking in fire routes.

## **Pets**

Residents are not permitted to own pets in Long Term Care. However, visitors are welcome to bring in domestic pets to visit. We do have a more formal program with an organization that bring in therapy dogs for visits.

Anyone bringing their pet into the home for a visit must adhere to the following rules to keep our residents safe: (based on FLTCA, 2021)

- Up to date vaccinations of the animal must be presented at the nurses station and kept on file by the IPAC Coordinator
- All animals must be free of illness
- All pets must be under the owner’s control at all times – leashed or in a crate
- Owners are responsible for cleaning up any animal excrement or mess both inside/out. Please avoid allowing pets to relieve themselves in the gardens.
- Pets are not permitted in the kitchen or dining rooms

## **The Village News**

The Village News is our bi-weekly newsletter to keep residents up to date on events and happenings here at the Village. Copies of “The Village News” will be available by the Administration Desk. You can also receive a copy via email by providing your email address. Village News is also uploaded to our website on our Resident Quick Links page!

## **Resident Quick Links**

Our website features a resident section dedicated to you called Resident Quick Links. This can be found on the main page at the bottom banner. The Resident Quick Link page provides all the information and forms you need most. Village News, Maintenance Request Forms, Speak Your Mind forms, Contact numbers and our volunteer info can be found here on one page!

[www.niagarainagrafton.ca](http://www.niagarainagrafton.ca)

## Safety and Security

### Door Entry System

There is a mag lock system in place at all entrances/exits to Long Term Care. For easy entry push the wheelchair button. Exiting requires a code to be entered which is located beside the keypad.

The main Atrium doors to B building are locked between 10pm – 5:30am daily. Visitors or residents returning to the home during these hours must buzz the nurses' station by pushing the red button located on the wall (right side) between the sliding doors.

Staff will buzz you in and then unlock the fire/security door between the Dining Room and service elevator so that you can continue on to the Long Term Care wing.

To exit the Atrium doors, an exit keypad and code are provided.

**Wander Guards:** some of our Long-Term Care residents have bracelets that activate the alarm on the atrium doors. These bracelets are called wander guards. Residents going out for visits or appointments, that wear a wander guard, must have it deactivated. For their safety, please be careful that residents with wander guards or who need assistance do not follow you off the LTC unit and out of the building. If you are uncertain, please ask the staff for assistance.

### Leaving for an Outing

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

### **Nurse Call System**

A call system is in place and each resident is provided with a call bell button that activates the Nurse Call System when you need assistance. The alarm rings and staff will respond to assess your need and provide assistance in priority with all other residents.

### **Smoking**

Niagara Ina Grafton Gage Village is a smoke-free facility. Smoking must be in the outside designated smoking areas only. Ignitable items (matches, lighters etc) are not permitted in your room as per the Ministry of Long Term Care.

### **Telephones**

Each unit 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 this service. Residents are responsible for their personal phone and internet charges.

### **Television Mounting**

All wall mount televisions must be approved by Environmental Services prior to mounting on the walls.

### **Valuables**

All personal valuables and money kept in your room are the resident's sole responsibility. Niagara Ina Grafton Gage Village does not assume responsibility for these items or have a locked area to store them for you. It is suggested you limit cash, valuable items and/or store them in a locked drawer in your room.

### **Visitors**

There is no restriction on visitors or visiting hours. The building is locked from 10:00pm until 5:30am. Anyone arriving during the locked hours will need to access the buzz the Nurses' station by pushing the red button located on the wall (right side) between the main entrance sliding doors.

We ask that visitors respect noise levels when visiting, particularly after hours. Visitors staying overnight is not permitted except in unusual circumstances such as immediate end of life care.

# 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 the Building in an Emergency**

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

## **Smoke/Heat Detectors**

Your unit has a smoke/heat detector that 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.

Monthly staff fire drills are held for each shift.

# Repairs

## **Environmental Services**

Maintenance staff promotes and maintains a clean, safe and comfortable environment at all times. They perform repairs as well as painting and preventative maintenance throughout the premises.

If you require maintenance service, report the issue to the Nursing staff in Long Term Care. A “Maintenance Requisition Form” will be completed and the order will be prioritized within the village as a whole.

# Services

## **Administration Office**

The Administration Main Desk is located in the Atrium of the Village Centre and is open as follows:

Monday – Friday: 9am – 4pm (closed 12 – 1pm)

Holiday hours will be posted on the door when applicable.

## **Food Services**

Dining Room - “B” Building, 1st Floor

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 four-week rotation cycle, and offer choices for each meal.

## **Hours of Operation**

Breakfast available at 7:45 am

Lunch available at 11:45 am

Dinner available at 4:45 pm

## **Guests**

If a family member or visitor wishes to dine with a resident, meal tickets may be purchased at the Administration Office during regular business hours (Monday-Friday 9am-12pm and 1pm – 4pm). Diners will dine at the tables in the Atrium by the Nifty Nook Café with their loved ones. To comply with Health & Safety and IPAC regulations, guests/family members are NOT permitted to dine with

residents in the Dining Room. Please call extension 236 to make a reservation at least 24 hours in advance. It is suggested to plan ahead!

### **Additional Services**

- Nifty Nook Café is a great gathering place for residents, family members, visitors and staff to enjoy a hot cup of coffee or snack. Located in “B” Building Atrium.
- Timeless Hair Salon provides a full range of services at affordable prices.
- In-home physiotherapy is available and covered by OHIP
- Niagara Mobile Foot Care Services has been contracted to provide foot care services on a fee-for-service basis.
- Align Home Health Care is on site weekly to repair wheelchairs, walkers, scooters, etc. A fee may apply.
- Niagara Ina Grafton Gage Village has an 18-passenger wheelchair-accessible bus that is used for resident outings.
- Nifty Nook Shop is a wonderful tuck shopped located right off the Atrium for residents to pick up gifts and sundries.
- Occupational Therapist visits the home regularly. Fees may apply.

Please Note: Wheelchairs are not provided by the home.

For additional information on the above, please drop by the call or visit the Director of Resident Care as follows:

Director of Care: Michele Temple, RN  
905-935-6080, extension 226  
[mtemple@niagarainagrafton.ca](mailto:mtemple@niagarainagrafton.ca)

# 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 also posted throughout on the television screens and will be noted in the bi-weekly Village News.

## 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 re dates/times, please refer to the monthly Activity Calendar posted on the television screens, in The Village News (biweekly), or on the schedule posted on the Chapel doors.

## Volunteers

Niagara Ina Grafton Gage Village relies on volunteers to enhance the quality of life for residents in the Village. If you or your family member would like to consider donating time and talents, please contact the Volunteer Coordinator at ext 224. Your contribution, no matter how big or small, is appreciated. Check the website for current openings and opportunities.

## 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, check the doors or main office for available times.

- Bowling Alley
- Swimming Pool: therapeutic warm pool. You may swim with a buddy during resident swim times. Pool parties are not permitted and use of the swimming pool is restricted to adults only (18+).
- Shuffleboard: (Auditorium)



- Billiard Room: restricted to adults only (18+)
- Village Recreation Centre (not monitored)

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

The Auditorium and various building lounges are available for your use to hold birthday parties, anniversary parties or family gatherings at no charge. If applicable, a set-up or clean-up fee may apply. All enquiries about room rentals or reservation for lounges should be directed to the Administration Office at ext. 221.

## Who Does What

### **Board of Directors**

The Niagara Ina Grafton Gage Village Corporation consists of 12-14 volunteers who form the Board of Directors. The directors represent various sectors of the community including hospitals, churches, business and social agencies and are responsible for the governorship of Niagara Ina Grafton Gage Village. The Board does not involve itself in the day to day operations of the village. Board members cannot be residents, staff or contractors of the 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.

### **Director of Resident Care**

The Director of Resident Care is responsible for the overall services, resident care and nursing team of the Long-Term Care department. They oversee the department as a whole to ensure best practices are in place for resident focused care.

### **Registered Nurses (RN)**

The RN on duty provides care to residents with complicated needs and provides direction to our Registered Practical Nurses (RPN) and Personal Support Workers (PSW) and communicates with family members. The RN is in charge of the Long Term Care department in the absence of management.

### **Registered Practical Nurses (RPN)**

The RPN provides nursing care to residents, completes assessments, provides medications as prescribed and completes prescribed treatments.

### **Personal Support Worker (PSW)**

PSW's provide support to residents with the activities of daily living including dressing, feeding and bathing.

### **Medical Director**

The Medical Officer is a physician contracted by the home to provide medical care for our residents. The Doctor visits the home on a regular basis and will review residents needs in person.

### **Infection Prevention and Control Manager (IPAC)**

The IPAC Manager works with all team members to ensure the infection prevention and control program is effective and followed. They will also head up vaccinations for Long Term Care residents.

### **Resident Support Coordinator**

The Resident Support Coordinator ensures a rich experience for residents that covers all elements of positive life experience including physical, mental, spiritual and social.

### **Activation Therapist**

The activation therapist executes programs, working with the residents in groups and one on one to ensure their individual needs are met for a fulfilling experience in the home. They contribute to the planning of new programs for residents and plan day trips, social events and entertainment.

### **Nursing Administrative Assistant**

Assists with all administrative tasks in the Long-Term Care unit as well as conducts new admissions.

### **Resident & Family Council**

Our home has both a Resident Council and a Family Council. The resident council is made up of residents and staff in long term care who meet regularly to discuss the quality of care and services provided in the home. The Family council are made up of family members of long-term care residents who meet

regularly and work in collaboration with the home to improve the life of residents living within. Their projects can include such things as welcoming new families and residents into the home, fund raising, social event planning.

Residents are encouraged to attend the Resident council meeting to discuss your ideas and concerns. Family members are encouraged to participate with the family council. Minutes from both meetings are posted in Long Term Care.

## Niagara Ina Grafton Gage Foundation

### Purpose of the Foundation

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 Niagara Ina Grafton Gage Village by providing them with an exceptional place to call “home”.

### Goals of the Foundation

- To identify fundraising opportunities that are not routinely funded by government; e.g., capital improvements, amenities.
- To conduct annual fundraising drives
- To invest in projects that 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 fundraising needs.

### Annual Fundraising Events

- Christmas Giving Campaign
- Staff 50/50 Lottery

Donations can be made to the foundation at any time online on our website [www.niagarainagrafton.ca](http://www.niagarainagrafton.ca) or at the main administration desk with a one-time gift or set up regular donations monthly, quarterly or annually.

Planned giving through a bequest in your will is of course accepted and appreciated. In memoriam gifts are a wonderful way to help to improve the lives of seniors in the place you called home.

# Residents' Rights and Responsibilities

Reprinted from the Fixing Long Term Care Act, 2021

## Residents' Bill of Rights

3(1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

### **RIGHT TO BE TREATED WITH RESPECT**

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

### **RIGHT TO FREEDOM FROM ABUSE AND NEGLECT**

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

### **RIGHT TO AN OPTIMAL QUALITY OF LIFE**

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. 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.

13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

### **RIGHT TO QUALITY CARE AND SELF-DETERMINATION**

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
  - i. participate fully in the development, implementation, review and revision of their plan of care,
  - ii. give or refuse consent to any treatment, care or services for which their 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 aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
  - iv. have their 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 their records of personal health information, including their plan of care, in accordance with that Act.
20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. 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.

23. 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.

24. 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. Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out “restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))

25. Every resident has the right to be provided with care and services based on a palliative care philosophy.

26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

### **RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT**

27. 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.

28. Every resident has the right to participate in the Residents’ Council.

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves 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 IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. staff members.

v. government officials.

vi. any other person inside or outside the long-term care home.

# Privacy- Personal Information

Niagara Ina Grafton Gage Village meets legislative privacy requirements under PHIPA (Personal Health Information and 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 and care. Often this information is used prior to performing assessment to determine your health service and support needs.

Your assessment may include details on your:

- Physical and mental health
- Personal health history

We **will not** share your assessment information with other health service providers without your consent. Only with your consent, will we share your assessment information with other health service providers who will provide you with the support you require.

We use an 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 Personal Health Information (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
- Help us to 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 service providers have signed contracts to keep your information confidential
- 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  
Jerry Boichuk, CEO  
905-935-6080, extension 223  
[jboichuk@niagarainagrafton.ca](mailto:jboichuk@niagarainagrafton.ca)



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

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

## 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, family members, staff members, volunteers, visitors, service agency representatives or anyone else in the work place, either verbally, physically, psychologically or financially

### 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.

### **Whistle Blower Protection**

No threats or action of retaliation shall be taken against a person who exposes any kind of information or activity that is deemed illegal, unethical or not correct within an organization.

### **Residents' Responsibilities**

You must respect the rights and privacy of all persons in the facility and treat them with dignity, courtesy and respect. You must abide by the facility's policies, procedures and guidelines.

### **Speak Your Mind Program**

The Speak Your Mind Program is open to all residents of Niagara Ina Grafton Gage Village. From time to time you may want to alert us to a concern, offer a suggestion or compliment. All speak your mind forms are reviewed at our Leadership meeting and if your name/contact is included, will be responded to by the appropriate manager.

Forms are available by the main desk in the Atrium and on the board across from the Nurses Station. As well, you can submit a Speak Your Mind forms online on our Resident Quick Links page on our website.

# Complaints

The procedure for complaints with the full policy as well as the Whistle Blower Protection policy has been posted on the board across from the Nurses station and is also available on our website.

To summarize, for the purpose of the handbook, should there be an issue with your care or the operation of the home, we would like the opportunity to address and solve it for you.

First speak with the staff or department involved and/or the Charge Nurse on duty.

- Nursing/Personal Care – Nurse in Charge – ext. 231
- Dietary/Laundry Manager– ext. 227
- Maintenance/Housekeeping Manager – ext. 230

If you feel the issue needs to be taken further, please reach out to the Director of Care:

Michele Temple, RN  
905-935-6080 ext. 226  
[mtemple@niagarainagrafton.ca](mailto:mtemple@niagarainagrafton.ca)

The next step, if your issue or complaint has not been resolved to your satisfaction, is to contact the Chief Executive Officer:

Kathy Robinson, Acting CEO  
905-935-6080 ext. 223  
[krobinson@niagarainagrafton.ca](mailto:krobinson@niagarainagrafton.ca)

If you are not satisfied with the resolution offered in the home by any of the above means, you are welcome to reach out the **Ministry of Long-Term Care** via their toll-free number: **1-866-434-0144**

## **Mandatory Reporting to the Ministry of Long-Term Care**

We all share responsibility to ensure that residents can live with dignity in safety, security and comfort. If you see or suspect that any of the following has occurred or may occur resulting in harm or risk:

- Improper or incompetent care or treatment of a resident
- Abuse of a resident by anyone – staff or family
- Neglect of a resident by staff
- 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

## **Reporting to the Ministry of Long-Term Care**

Other than a resident, everyone has a duty to report any issues list above.

Residents and their family members can report these issues should they wish. However, reporting is a requirement for the home and the 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.

The Patient Ombudsman can also be contacted [patientombudsman.ca](http://patientombudsman.ca) or toll free **1-888-321-0339**

# Care Conferences

A Care Conference is a meeting that is multi-disciplinary. This takes place within six weeks of your admission and then annually after that. You, if you are able, and your family member are encouraged to attend. The following professionals providing input for review at the Care Conference may include the following depending on your care plan needs:

- Director of Resident Care
- Nursing Staff (RN and/or RPN)
- Resident Support Coordinator
- Manager, Food & Laundry
- Dietician
- Physiotherapist

## Medical Services

Upon admission your medical care is transferred to our Medical Director. A “Release of Medical Records” form to be signed and submitted to your physician is provided. 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 Wednesday morning.

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

- LifeLab Laboratory - ECG and blood tests
- STL Imaging - x-rays and ultrasounds
- IV Therapy as required

# Resident Leave Policy

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

Residents may leave their long-term care home for various reasons, including:

- daytime outings
  - vacations to visit family or friends
  - to remain active in the community
- These outings have time limits.
- Casual absences should not exceed 48 hours per week.
  - Vacation absences should not exceed 21 days per year.

Residents planning to take a day trip or a short vacation may also be subject to additional public health measures.

## **Medical and psychiatric absences**

If you need to leave your long-term care home to receive medical or psychiatric care at a hospital, you can keep your bed in the home as long as you return within:

- 30 days, for a medical absence
- 60 days, for a psychiatric absence

If your medical or psychiatric absence is longer, you will be discharged from the long-term care home. However, if this happens, you will be placed in the “re-admission” category on the home’s waiting list, which is prioritized for admission

# 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

Our philosophy is to minimize restraining of residents. 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.

## Room Transfers

If you would like to move to another room within our Long Term Care unit, keep in mind that you will be placed on a waiting list. It is quite difficult to accommodate such requests in a small home such as ours. To apply for a transfer, contact the Director of Resident Care. A transfer fee is applicable. The home reserves the right to move residents to another room for care needs.

# Moving Out

When a resident moves out or passes away, the Ministry of Long-Term Care regulations require that Niagara Ina Grafton Gage Village advises the Ontario Health atHome (formerly the LHIN). As a result, all furniture and belongings must be removed within 48 hours.

Niagara Ina Grafton Gage Village does not offer storage services. Any items remaining in the room will be disposed of at the owner's expense.



# Our Story

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 five pin 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.

## Our 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.

## Our 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.

## Our 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.