

2025

# New Resident Package



Niagara Ina Grafton Gage Village  
[www.niagarainagrafton.ca](http://www.niagarainagrafton.ca)

## 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
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## Info on Your New Home

### **Apartment Entry System – A, B, D & E Buildings**

Your landline telephone is connected to the door entry (enterphone) system and is coded according to your unit. A visitor may use the enterphone system to let you know when they have arrived. Always ensure that you know the person you are letting in and do not let strangers into your building.

**Building E:** Please note that the “E” Building Entercom system can be connected to either a landline OR a cell phone line.

***All other buildings (A, B & D):*** The enterphone system is compatible with **Bell landlines ONLY.**

If you are using Cogeco as your telephone supplier, please ensure that a small adaptor is placed on your phone line or your intercom will not work. The adaptor should be tested during installation to ensure it is working properly. For all other telephone suppliers, please contact the Administrative Assistant - Leasing/Maintenance to discuss options. The enterphone system currently does NOT work with cell phones in buildings A, B & D.

- In “A”, “D” and “E” Buildings, the enterphone are located in the Lobby.
  - In “B” Building, the enterphone is located in the vestibule of the 2<sup>nd</sup> & 3<sup>rd</sup> floors as you exit the elevator.
1. When a visitor arrives, they should scan the name list for the correct code and then enter the numbers on the keypad.
  2. Your telephone will ring.
  3. Once you answer the telephone and positively identify your visitor, press 6 (“A/B” Buildings) or 9 (“D/E” Buildings) on the telephone.
  4. If you are already on the telephone, a beep will sound. Finish your call, hang up, pick up the telephone and proceed as above.

## **Atrium Entrance – Building B**

- **To Enter**

Between 10 pm and 5:30 am, the door is locked. Use a fob to enter, or an alternate entrance.

- **To Exit**

At all times, you must use a fob or enter the code (2580#) on the keypad located on the left side of the doors to exit.

## **Balconies, Patios and Decks**

Balconies, patios and decks should not be used as storage areas.

If you have a balcony, clear the snow off as water may leak in under the door. Do not use a barbeque on your balcony. Do not shake rugs or mats from your balcony. Do not throw food off your balcony as it attracts unwanted pests. Plants on balconies should not hang over the edge of the railings.

## **Bathrooms**

Do not use rough cleansers on bathtubs, sinks and toilets. A good liquid or paste cleanser will prevent mildew from forming on tiles and porcelain.

## **Bathroom Exhaust Fans**

Turn the bathroom exhaust fan on when you shower. Moisture from the shower may cause mildew and damage the drywall if it is not vented.

## **Birdfeeders**

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

## **Bulletin Boards**

There are residents' bulletin boards in each building. Notices re community activities and items for sale must be approved by the Volunteer Coordinator at ext. 224 before being posted.

## **Cable TV**

The cost of cable TV is included in your Miscellaneous Fee (rental units) or Maintenance Fee (life lease units). You may upgrade your cable services at your own cost by contacting the cable company directly. Residents are responsible for the registration and the return of the high-definition cable receiver and remote control upon vacating the unit.

### Here's how to get started:

Contact Cogeco either by phone or visit the local Cogeco store to set up your Cogeco account. Tell them that **"YOU ARE A RESIDENT AT NIAGARA INA GRAFTON VILLAGE AND YOU WOULD LIKE TO ENROLL IN THEIR BULK CABLE AGREEMENT."**

If you would like to upgrade to a premium package, you need to let them know at this point. You will be responsible for paying Cogeco directly for the difference in price.

**Cogeco Bulk Services Team for Residential Bulk Package-  
Direct Line: 1-877-467-5827**

**Cogeco Store:** Pen Centre 221 Glendale Ave, St. Catharines

### Important Note:

Upon release of your Rental or Life Lease unit all equipment shall be returned to Cogeco. If your equipment is not returned back to the Cogeco location either in person or by courier you will be charged by Cogeco until the equipment is returned to them.

### **Decorating/Renovations/Installation of wired in appliances:**

Before you consider making any decorating changes or renovations to your unit, or installing ceiling fans/air conditioners etc. complete a "Unit Alteration Request form" for the Manager Environmental Services to provide approval. Forms are available at the Administration Office

### **Garbage/Recycling/Compactor**

#### **Recycling - General**

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.

#### **Receiving Room**

Do not leave garbage and/or unwanted items in the Receiving Room located behind the Service Elevator, "B" Building.

#### **Compactor**

The compactor is a dangerous piece of equipment and is to be operated by staff members only.

## **Bungalows - Garbage/Recycling**

Bungalows can place their garbage out for street pick up once a week. Refer to your Blue Box Pick-up Schedule for your recycling dates. You may also recycle organics (green bin). Battery recycling bins are available in the Atrium and in the lobby in “D” Building.

### **Garbage**

Make sure the garbage you put in the garbage chutes is in bags that are tied securely and small enough so that they will not block the chute.

Do not drop broken glass, needles or aerosol cans down the garbage chute unless they are securely packaged (i.e. double bagged) since they are dangerous to Housekeeping staff.

Kitty litter should be double bagged before putting it down the chute as the weight from the litter may break the bag and makes cleaning the bin a very nasty job. **Do not flush kitty litter down the toilet.**

Do not leave garbage bags on the floor in Garbage Rooms for any reason. Do not put garbage in the recycling bins.

### **Recycling**

For your convenience, there are recycling bins in all of the designated Garbage Rooms. There are signs as to what type of materials may be recycled in each bin.

In the green organic bin, you may recycle organics that you have been collecting in your kitchen organic bin. All organics must be bagged in a compostable plastic bag. Pet waste and kitty litter can be put in a compostable plastic or paper bag and then placed directly into the green bin.

Separate out the recycling items and put it in the correct bins. Do not leave recycling items on the floor. If the recycling bins are not available or are full, please bring the items back at a later time.

### **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

It is Niagara Ina Grafton Gage Village's responsibility to maintain the buildings and keep them safe and secure. It is your responsibility to keep the inside of your home clean and safe.

## Laundry

Coin-operated washers and dryers are available on each floor in "A" Building and on the second and third floors in "B" Building. The rooms are open 7am – 9pm.

## Library

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

## Light Bulbs

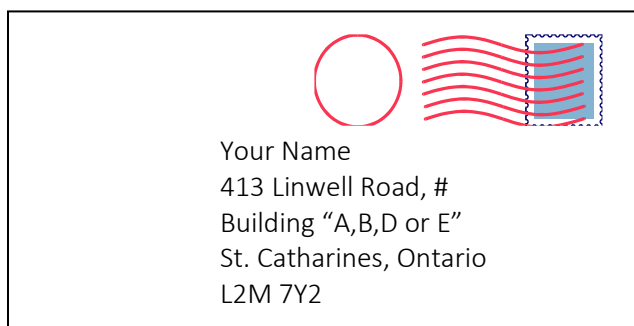
Supplying and changing light bulbs in your home is your responsibility. However, if you have a physical disability that prevents you from changing the bulbs and cannot find a friend or relative to do this for you, complete a "Maintenance Requisition Form" at the Administration Office.

## Live Plants/Fresh Cut Flowers

Live plants and fresh-cut flowers are not permitted in common areas or hallways, but are permitted in residents' units.

## Mail

Ensure you use the correct mailing address for Niagara Ina Grafton Gage Village and include the name of your building:



Examples: #4311, #5410



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.

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 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 subscription by contacting The Standard.

### **Parking**

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 license, automobile insurance 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 license. You must read and accept the Parking Policy and complete and return the Parking Sign-Off Sheet. Proof of valid insurance and license will be required annually.

You must park in your white-lined, assigned parking space only. For bungalows with a driveway, your numbered parking space is your driveway.

In the event you have a second vehicle, a numbered parking space will not be assigned. Parking for secondary vehicles is within the yellow-lined spaces throughout the parking areas on the facility grounds. Visitor/disabled parking is available.

### **Pests**

If you see insects or other pests, notify the Maintenance Department immediately. Keeping your home clean will help keep pests away.

### **Sinks**

Do not pour grease, hair or coffee grounds down your sink as it causes clogs. Metal coffee cans make good alternate storage for grease. Do not leave sinks with running water unattended.

## **Smoking**

Niagara Ina Grafton Gage Village is a smoke-free facility.

## **Snow Removal**

NIGGV employs a snow removal company each year to clear snow for the property. Priority must be the access for emergency vehicles first. The company clear the parking lot after all emergency pathways are cleared. Between cars is not a service that is provided therefore, if there is a heavy snowfall residents must clear the snow surrounding their own vehicles. You may need a friend or family member to assist you should this be an issue for you physically.

## **Storage**

The following common storage area is available for you to store your belongings at your own risk:

- “D” Building Residents - Lower Level, “D” Building

All items stored in the common storage area must be tagged or they will be removed. Tags are available at the Administration Office.

If you live in “D/E” Buildings, there are a limited number of storage lockers available for a monthly rental fee. These lockers are approximately 8’ wide x 16’ deep. Do not store any items outside of the assigned locker space at any time. For information, contact the Administrative Assistant - Leasing/Maintenance at ext. 260.

## **Telephones**

### **Unit Telephone**

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.

## **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 in your building main lobby or in B Building 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!

## AFTER HOURS EMERGENCIES

A life-threatening emergency should be treated exactly as you would if you were living in any other place – criminal threat, fire, medical crisis – call 911 immediately for help.

Even if someone has fallen but not in medical crisis, 911 is required as our staff will not lift residents. Paramedics are better trained and equipped to assist with falls and the potential reason behind a fall requiring further medical assistance or not. Our staff can be notified of all of these 911 calls and incidents secondary.

**For other emergencies, we have made our night shift PSW available as a contact person at extension 232.**

If call not answered please leave a message as they are checked frequently throughout the night. Assistance or a response will not be immediate, but you will get a response. The PSW may come to your unit depending on the emergency or they will connect with the Manager on Call if necessary.

Some examples of an emergency requiring staff assistance would be:

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

\*A plugged toilet that is not actively flooding is not an emergency. Do not flush the toilet. Maintenance staff will unplug the toilet on the next business day.

**If you feel you cannot wait, that the emergency at hand is such that help is needed ASAP – call 911.**

### **LOCKED OUT OF YOUR UNIT:**

Once you've left a message at Ext. 232, the wait time for the PSW to finish care with residents in the Assisted Living Services program could be an hour or more depending on when you call. Therefore, we are suggesting that you provide your spare set of keys to your unit to a family member nearby, or a neighbor for quicker response.

Therefore, to summarize:

**911 for medical, fire or criminal threats**  
**905-935-6080 ext. 232 – leave a message and our staff will respond as soon as they are able.**

## **Fire Safety**

### **Resident Fire Safety Plan**

Fire drills are scheduled regularly. Residents are expected to participate in all fire drills and familiarize themselves with Fire Emergency Procedures.

#### **If a fire occurs in your unit, or if you discover a fire:**

- do not panic
- evacuate immediately
- close the door upon exiting your unit
- if the alarm has not already been activated, go to the nearest red station and pull the fire alarm
- leave the building by the nearest exit and proceed outside
- do not use the elevator

#### **Upon hearing a fire alarm:**

- do not panic
- do not open a door if it is hot to touch
- check the corridor for smoke and fire
- if there is heavy smoke or fire in the corridor, remain in your unit with the door closed, but not locked; stand by the window and wait for help, waving or yelling to signal your position; roll up a wet towel and place it at the base of your door to help prevent smoke from entering from the corridor
- if the corridor is clear of smoke and fire, immediately proceed to the nearest exit and leave the building at the main floor

- do not use the elevator
- once you are outside the building, proceed to the parking lot and wait for instructions

### **Safety Tips**

Avoid storing flammable materials or liquids such as gasoline, paint thinner or solvents in your home. Recycle your old newspapers; they become a fire hazard if you let them accumulate. Use power bars instead of extension cords.

The most common causes of fire are:

- grease fires on a stove
- old appliances (e.g., toaster, kettle, radio)
- damaged cords

In your building, make sure you and your visitors know the Resident Fire Safety Plan. The Plan instructs you as to the best way to evacuate your building if there is a fire. The evacuation procedure is located by the elevators. Observe where the fire alarms are in the hallways. If you hear the fire alarm, follow the Resident Fire Safety Plan immediately. Never assume it is a false alarm.

### **Exiting a Building in an Emergency**

The elevators return to the ground floor and stop working; therefore, you may need to use a stairwell to evacuate the building. If you are not able to exit via a stairwell, stay in your apartment and make yourself visible by a window.

In case of fire, pull the nearest pull station and call 911 immediately. If you encounter smoke, keep low to the ground. If the fire is in your unit, leave your unit. Pull the fire alarm and yell “fire” as you leave the building.

If there is smoke or fire in your bungalow, exit immediately and go to the nearest neighbour and call 911.

### **If You Need Assistance to Leave Your Building**

Niagara Ina Grafton Gage Village provides information to the Fire Department (as noted on your “Resident Information Data Sheet”) about those who need assistance to exit because of mobility problems or medical conditions, e.g., use of oxygen. Should your needs change, notify the Administration Office at extension 221.

### **If You Cannot Leave Your Unit**

If there is smoke in the corridor or your door is hot, do not open your door. Leave your door unlocked and signal for help by waving at your window.

You may slow down the infiltration of smoke into your unit by:

- placing a wet towel at the bottom of your door; or
- using duct tape to seal the space around the door to your unit.

### **Smoke/Heat Detectors**

Your unit has a smoke/heat detector that must not be disconnected. It is tested annually as per the Fire Code. Bungalows are also provided with a carbon monoxide detector. The batteries are changed annually.

### **Fire Alarm Testing**

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

### **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” available by the main administration desk or on our website on our Resident Quick Links page [www.niagarainagrafton.ca](http://www.niagarainagrafton.ca)

The Maintenance Department can be reached seven days a week, 365 days a year by calling **905-935-6080, Ext. 235**. The Manager, Environmental Services may be reached at Ext. 230. If there is no answer, leave a message; voicemail is checked frequently during regular business hours.

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 caused by you or your visitors 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, discuss them with the Manager, Environmental Services at ext. 230.

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

### **Notice of Entry**

You will receive at least 24 hours' notice that someone is coming to do repairs or an inspection of your home, unless it is an emergency situation. All repairs are usually done between 8 am and 5 pm.

### **Services**

#### **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

Should you wish to add dining to your services please contact the Assisted Living Services Manager at extension 261.

#### **Meal Plans**

Customized meal plans can be purchased for an additional fee.

#### **Satellite Meal Service (SMS)**

Home-cooked frozen meals are prepared in the Niagara Ina Grafton Gage Village's Kitchen and offered for sale by order through the Satellite Meal Service voicemail at ext. 228, email [sms@niagarainagrafton.ca](mailto:sms@niagarainagrafton.ca) or contact the Administration Office at ext. 221 for all the details and updated menus! Let us do the cooking for you!

#### **Assisted Living Services**

Niagara Ina Grafton Gage's Assisted Living program provides physical assistance to residents so they can carry out their activities of daily living and remain independent for as long as possible. Eligibility is based on an in-person

assessment to determine suitability and to ensure Assisted Living is the best program to suit your needs. Services are provided by Personal Support Workers (PSWs).

Funding for the Assisted Living Program is provided to Niagara Ina Grafton Gage Village by the Ontario Health (formerly LHIN/CCAC) for residents residing in rental or life lease units.

The Assisted Living Program provides non-medical assistance with the activities of daily living and can include assistance with any or all of the following activities:

- personal grooming and hygiene
- bathing or showering
- dressing and undressing
- toileting
- rising and retiring
- meal preparation and escort to and from dining room
- positioning and transferring (one person support)
- medical procedures as deemed appropriate by a professional community health care provider
- medication assistance program

### **Fees for Service**

A Fee Schedule is available at the Administration Office. It outlines services that you may purchase: emergency response system (monthly rental fee); maintenance (general services not included in regular building maintenance such as air conditioner installation/removal); and meal packages.

### **Additional Services**

- **Nifty Nook Café** is a great gathering place for residents, family members, visitors and staff to enjoy a hot cup of coffee, lunch or snack. Located in “B” Building Atrium.
- **Timeless Hair Salon** (“B” and “E” Buildings) provides a full range of services at affordable prices.
- In-home **physiotherapy** is available on a fee-for-service basis.
- **Niagara Mobile Foot Care Services** has been contracted to provide foot care services on a fee-for-service basis.
- **Motion Specialties** is on site weekly to repair wheelchairs, walkers, scooters, etc.
- Niagara Ina Grafton Gage Village has an 18-passenger wheelchair-accessible bus that is used for resident outings. Funded by the Foundation.



For additional information on the above, please call or visit the Administration Office at ext. 221

### **Emergency Response**

Nursing staff is not available for Assisted Living or independent residents. NIGGV staff does not perform CPR or First Aid and 911 **must be** called for all emergencies.

## **Programs**

### **Recreation**

Activation Therapists plan activities, recreational programs and special events for Niagara Ina Grafton Gage Village residents.

Look for activities and special entertainment events on the monthly Activity Calendar posted on bulletin boards, in The Village News (biweekly), and on the televisions throughout A&B building.

### **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.

## **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. Some areas require your unit door key to access. Bedsitter units should inquire at the main desk should they wish to utilize.

- Bowling Alley: restricted to adults only (18+)
- 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

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.

### **The Village Centre:**

The Village Centre is located between “A” and “B” buildings and houses the main Administration office. Here is where you can find all the information on programs, events, pick up or order frozen meals from our Satellite Meal Program and of course access all the great amenities NIGGV has to offer.

## **Who Does What**

### **Board of Directors**

The Niagara Ina Grafton Gage Village Corporation consists of 7-10 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.

### **Residents' Councils**

Residents' Councils are a group of residents and/or their representatives who meet regularly to discuss pertinent issues related to Niagara Ina Grafton Gage Village. The Residents' Councils provide a strong line of communication between residents and management with the hope of achieving goals and providing suggestions on improving the quality of life for residents within the Village.

Residents' Councils that represent Niagara Ina Grafton Gage Village include:

- "A/B" Residents' Council
- "D" Residents' Council
- "E" Residents' Council
- Bungalow Residents' Council
- Long-Term Care Residents' Council
- Long-Term Care Family Council

Residents are encouraged to attend meetings to discuss ideas and concerns. The executive of each council is reviewed annually by the residents. Niagara Ina Grafton Gage Village provides suitable accommodation and seating for Residents' Council meetings.

## **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 NIGGV 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.

## **Residents' Rights and Responsibilities**

### **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 and Protection Act) and PIPEDA (Personal Information Protection and Electronic Documents Act).

Niagara Ina Grafton Gage Village provides you with a broad variety of care services. To meet your needs and serve you well, Niagara Ina Grafton Gage Village needs to know personal information about you. You have the right to know that we collect, use, record, store, process, transmit, disclose and handle facts about you and your health. These facts are collected to help provide health care and services, or receive or make payments for health care and services. You have the right to expect that, to the best of our ability, your personal information held by us remains accurate, confidential and secure. Practices are in place to protect the privacy of your personal information.

If applicable, you may request a copy of your health record. Such requests shall be made in writing to the Chief Executive Officer of Niagara Ina Grafton Gage Village. Reproduction and handling fees may be required.

### **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

\* The Abuse-Free Environment Policy (C-10-03-03) 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.

### **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.

### **Solicitation**

To protect residents, there shall be no solicitation on NIGGV property by anyone including staff and resident.

### **Village Meeting**

This "town-hall" meeting is held with the CEO and managers. Information is given to residents regarding events, projects and issues. There is an opportunity for residents to ask any questions that they may have. Notice of a Village Meeting will be posted in the Village News, and on the televisions throughout the village.

### **Speak Your Mind Program**

If you have a compliment, suggestion or concern, please complete a "Speak Your Mind Form" which can be found in each lobby and outside the dining room. These forms are reviewed by the Chief Executive Officer and Leadership Team and directed to the appropriate manager for follow up. If you have signed the form, you will receive a personal reply (verbal or written) within two weeks.

### **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, Resident Handbooks, Contact numbers and our volunteer info can be found here on one page!

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