

2026

Resident & Family Handbook

Long Term Care



LONG TERM CARE



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Welcome

A warm welcome to our village and community. Niagara Ina Grafton Gage Village is made up of residents over 55 years of age, some of which live independently, some require help with our Assisted Living Services and some are receiving full time care in our Long-Term Care unit. There are also various types of accommodation here which include, Life Lease Apartments in Buildings D&E here on Linwell Road as well as on our Niagara on the lake property, Stone Road Village. Also, on property at Linwell Road are 47 life lease bungalow units, which make a pretty spot to walk! Within our main Village Centre, we have A & B buildings on either side, which are all rental apartments and bachelor care units.

Lots of different accommodation styles for all sorts of different people! Together we make one big community full of amazing people with new opportunities to socialize and get involved.

Often times moving can be a stressful event and even the simplest thing (i.e. where does my garbage go? what's my new address?) can be confusing. That is where this Resident Handbook comes in. As you settle in to your new home, have a look through this information package for answers to our most often asked questions, some tips and important information to help you acclimate to your new home.

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.

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

Sincerely,

Kathy Robinson
Acting Chief Executive Officer

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.

413 LINWELL ROAD
ST. CATHARINES, ON L2M 7Y2



NIAGARAINAGRAFTON.CA
905-935-6822 FAX: 905-935-6847

Telephone Directory

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

Front Desk	221
Manager of Finance	222
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Mail

Congratulations, the resident has been assigned a new address. The resident's official mailing address is:

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

All Long-Term Care residents are assigned a Canada Post mailbox corresponding to their room number. As part of the admission paperwork, residents complete a mail key receipt form, which includes a key deposit of \$10.

Residents are responsible for checking and emptying their mailbox daily. The home may also place important notices and internal mail in the resident's mailbox.

Some Long-Term Care residents may prefer to have their mail managed by a family member and may choose to have items delivered to a family address outside of the home.

Personal deliveries must be directed to the resident's mailing address. The Administration Office does not accept personal deliveries. A Canada Post mailbox for outgoing mail is located outside the Atrium in Building B.



Change of Address Notification – Canada Post

If a resident is moving into the home from the community, transferring internally from another unit within Niagara Ina Grafton Gage Village, or moving out of the home, it is important that the resident's mailing address be updated with Canada Post. This responsibility rests with the resident or the resident's family.

Mail forwarding forms are available at any Canada Post outlet or online at www.canadapost.ca.

New Home

Welcome to the New Home

Niagara Ina Grafton Gage Village is pleased to welcome each resident to the Long-Term Care home. The goal of the home is to provide a safe, comfortable, and supportive environment where residents can feel respected, cared for, and at home.

Residents are admitted to one of 40 rooms in the Long-Term Care unit located in Building B. The home is committed to meeting each resident's care needs while supporting dignity, comfort, and quality of life.

The benefits of Long-Term care include:

- Safe living environment
- 1 hospital bed and mattress
- Linens – bed sheets, pillowcases, blankets, wash cloths and towels
- 1 rolling bedside table
- 1 comfortable chair
- Private bathroom
- 1 closet
- Heating/Air Conditioning unit
- Medical supervision
- 24-hour nursing and personal care following care plans
- Bathing- All residents are offered an assisted therapeutic bath or shower twice weekly
- Planned physical, social, holistic and recreational activities
- Nutrition meals, including options for therapeutic meals and meal replacements
- Laundry service
- Basic hygiene supplies
- Residents may wish to bring their favorites personal toiletries
- Routine medical supplies and standard incontinence managing products

What the resident 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 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. Please note, the home is not responsible for any personal items.

Closet/Storage

Each room has a closet for storage. However, it is not sufficient space for a full household of items. Clothing as per season and switch as needed in the limited space available. Please do not store items in the shower stall.

Clothing/Dentures

On admission the resident, or family members bring all of the clothing to the Nurses' Station for the personalized labelling. The resident will need machine washable clothing, undergarments, nightwear, socks, stockings. Dentures and glasses must to be labelled with the name as well.

Insurance

Residents are encouraged to arrange personal contents insurance for items kept in the room. This helps protect belongings in the event of theft, fire, or other unexpected damage. Please note that Niagara Ina Grafton Gage Village is not responsible and does not provide insurance coverage for, residents' personal property.

Alcoholic Beverages

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

Appliances

Small bar refrigerators are permitted in the room once they are inspected and approved by our Environmental Services Manager. The ongoing cleaning and maintenance of the fridge is NOT responsibility of Niagara Ina Grafton Gage Village

The items below are **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/Mats

All electrical items should be brought to the nurses' station for inspection by the Environmental Services Manager.

Birdfeeders/Birdbaths

Birdfeeders and birdbaths are not permitted.

Disposing of your Move-In Boxes

All cardboard boxes from move-in, must be broken down and securely tied into bundles before disposal. Bundled cardboard should be placed in the designated cardboard bin located in the outdoor garbage compound at the "A" Building or in the appropriate garbage room.

Cardboard, boxes, or other items must not be left in hallways, stairwells, garbage room, outdoors, or inside residents' rooms. Families may also choose to remove cardboard and dispose of them at their own homes outside of Niagara Ina Grafton.

Hallways/Stairwells

In accordance with the Ontario Fire Code, all Long-Term Care hallways and stairwells must be kept clear at all the times. Items such as electric wheelchairs, walkers, shoes, shoe racks, floor mats, boot tray, and similar belongings must be stored inside the

residents' rooms and not left in common area. Decorations on a residents' doors must not be flammable.

Operational Services

Front Desk

Front Desk is located in the Atrium of the Village Centre of Building "B" and is open as follows:

Monday – Friday: 9am – 4pm

Holiday hours will be posted on the door when applicable.

Food Services

Dining Room is located - "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 two choices for each meal.

Dining Room Hours of Operation

Breakfast available at 7:45 am

Lunch available at 11:45 am

Dinner available at 4:45 pm

Dining Guests

If a family member or visitor wishes to dine with a resident, meal tickets may be purchased at the Front Desk during regular business hours. Diners are served at the tables in the Atrium by the Nifty Nook Café with their loved ones. Please call extension 236 to make a reservation at least 24 hours in advance. It is suggested to plan ahead!

Housekeeping

Housekeeping services are provided on a regular schedule. Bed linens are changed weekly on the resident's designated bath day, unless additional changes are required. Housekeeping staff assigned to the floor complete daily cleaning tasks and are also

routinely scheduled for more thorough, deep-cleaning and disinfecting services as part of the overall housekeeping program.

Laundry

The laundry team is responsible for laundering residents' personal clothing items and all linen used in the unit. To ensure items are properly returned, all clothing must be clearly labelled. Labelling is complete at the Nurses' Station. Upon move-in, all clothing must be labelled before being sent to laundry. In addition, any new clothing items received or purchased after move-in must also be labelled.

Cable TV



Basic Cable TV is automatically included for all residents as part of a bulk contract with Cogeco. A monthly charge applies and will be added to the resident's accommodation rate. Arrangements for a cable box can be made directly with Cogeco, advising the company that the resident is residing at Niagara Ina Grafton Gage Village and providing the room number.

Residents and families are responsible for returning all equipment when service is discontinued.

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

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.

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

Parking

Visitor parking is available in front of Building B in the yellow, unnumbered spaces. Handicap parking is also available.

Village Hub

Pets

Residents are not permitted to own pets in Long Term Care. However, visitors are welcome to bring in domestic pets to visit. In addition, the home participates in a formal pet visitation program through various organizations that provide therapy dogs.

Anyone bringing their pet into the home for a visit must adhere to the following rules to keep the residents safe:

- 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
- Pets are not permitted in the kitchen or dining rooms

Resident Quick Links

The home's website features a resident section titled 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, including Village News, Maintenance Request Forms, Speak Your Mind forms, Resident Handbooks, contact numbers and volunteer information, all available on one page.

www.niagarainagrafton.ca

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 are available to provide foot care services on a fee-for-service basis.
- Repair services of wheelchairs, walkers, scooters, etc. are available. A fee may apply.
- Please Note: Wheelchairs are not provided by the home.
- Niagara Ina Grafton Gage Village has an 18-passenger wheelchair-accessible bus that is used for resident outings and social activities in the community.
- Nifty Nook Shop is a wonderful tuck shopped located right off the Atrium for residents to pick up gifts and sundries.
- Dental Hygiene services are available on a regular basis

For additional information on the above, please call Residents’ Support Coordinator at extension 245

Programs

Recreation

The Activation Therapy team designs, plans and lead meaningful resident-centered programs and special events.

A monthly activity calendar is posted for residents living in Long Term Care. Village wide activities are also posted throughout and on the television screens and will be noted in the bi-weekly Village News.

Pastoral Care

A variety of services of pastoral care services are available to residents through visiting guest ministers, including:

- Holy Rosary
- Thursday Chapel Service

- Protestant Communion Service
- Catholic Service
- Sunday Online Church Service

For specific dates and times, residents and families are encouraged to refer to the monthly Long-Term Care Activity Calendar or the schedules posted on the chapel doors.

Volunteers

Niagara Ina Grafton Gage Village relies on volunteers to enhance the quality of life for residents. Individuals interested in donating time and talents are encouraged to contact the Volunteer Coordinator at extension 224.

All volunteer contributions, regardless of size or scope, are greatly appreciated. Current volunteer opportunities and openings are available on the home's website

Recreation Facilities

Niagara Ina Grafton Gage Village offers residents and their family's access to recreational facilities located in the Lower Level, "B" Building. There is no charge to use of these facilities, check the doors or main office for available times.

- Bowling Alley (restricted to resident use only)
- 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.

A large Auditorium is located on the Lower Level of Building B and serves as a central space for many in-house activities and programs. The auditorium may also be rented for use by the wider community.

The auditorium and various lounges throughout the building are available at no charge for resident celebrations such as birthdays, anniversaries, or family gatherings. Where applicable, a set-up or clean-up fee may apply. Inquiries regarding room use or reservations should be directed to the Administration Office at extension 221.

Safety and Security

Building Access, Entry, and Visitors

A magnetic lock system is in place at all entrances and exits to the Long-Term Care area. A wheelchair-accessible push button is available for entry. Exiting requires the use of a keypad and access code located beside the door.

The main atrium doors to Building B are secured daily between 10:00 p.m. and 5:30 a.m. During these hours, residents or visitors returning to the home are required to buzz the Nurses' Station by pressing the red button located on the right-hand wall between the main entrance sliding doors. An exit keypad and access code are provided to exit through the atrium doors.

There are no restrictions on visitors or visiting hours outside of the secured hours noted above.

Some Long-Term Care residents wear electronic bracelets that activate an alarm on the atrium doors. These devices are referred to as **wander guards**.

Residents who wear a wander guard and are leaving the home for appointments or visits must have the device temporarily deactivated prior to exiting.

Residents leaving the home for appointments, outings, or other purposes are required to sign out at the Nurses' Station and sign back in upon 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.

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.

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 resident 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

Fire Safety

Residents are required to comply with all fire safety procedures and Fire Code requirements at all times.

Resident Fire Safety Plan

The resident Fire Safety Plan provides instructions for responding to a fire emergency. Fire alarm pull station and alarm notification devices are located throughout the hallways.

Fire Alarms and Evacuation

Upon activation of the fire alarm, residents must follow established emergency procedures. If evacuation is required, Registered Staff will assist residents with evacuation as directed by the Fire Department or emergency personnel.

Smoke/Fire System Devices

Each unit is equipped with smoke/ fire system devices. These devices are required by Fire Code and must not be disconnected, disable, covered, or otherwise tampered with. All detection devices are tested annually in accordance with Fire Code requirements.

Fire Sprinkler System

All areas in Building “B” are protected by an automatic fire sprinkler system.

Fire Alarm and Emergency Lighting Testing

Fire alarm system and emergency lighting throughout the building are tested annually to ensure proper operation and compliance with Fire Code.

Fire Drills

Fire drills are conducted monthly on all shifts in accordance with fire safety regulation.



The Care Team

Board of Directors

The Niagara Ina Grafton Gage Village Corporation consists of 7-12 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 including Long Term Care.

Long-Term Care Administrator

The administrator of LTC is responsible for overseeing and leading Long-Term Care operations, managing resources, overseeing expenditures and budgets, ensuring effective systems and processes are in place, maintaining regulatory compliances.

Director of Care (DOC)

The Director of Care is responsible for the overall resident care and services. An important part of the DOC duties is to oversee the nursing team and the Activation team within the Long-Term Care department. They oversee the department and ensure best practices are in place for resident centered 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 Officer

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.

Registered Dietitian

The Registered Dietitian assesses residents' nutritional needs and develops individualized nutrition care plans. They oversee therapeutic diets, monitor nutritional status and weight changes, and work with the interdisciplinary team to ensure residents receive safe, appropriate, and adequate nutrition.

Infection Prevention and Control Coordinator (IPAC)

Under the direction of the DRC, the IPAC Coordinator works with team members, residents and families to ensure the infection prevention and control program is effective and followed. They will also head up vaccinations for Long Term Care residents.

Nursing Administrative Assistant

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

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.

Resident & Family Council

The home supports both a Resident Council and a Family Council as important ways to encourage communication, collaboration, and resident engagement.

Resident Council

The Resident Council is made up of residents and a designated staff liaison. Meetings are held regularly and provide residents with an opportunity to share ideas, discuss concerns, and offer feedback about life in the home and the quality of care and services.

Family Council

The Family Council is made up of family members of residents living in Long-Term Care. The council works collaboratively with the home to support residents' quality of life. Activities may include welcoming new residents and families, fundraising initiatives, and social events.

Residents are encouraged to participate in Resident Council meetings, and family members are encouraged to attend Family Council meetings. Minutes from both councils are posted within the Long-Term Care area.



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 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 a will is accepted and appreciated. In memoriam donation provide a meaningful way to support and enhance the quality of life of seniors residing within the 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 themself 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 complies with all legislative privacy requirements under the Personal Health Information Protection Act (PHIPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA).

Personal Health Information (PHI)

A resident's Personal Health Information (PHI) is important and enables the home to provide appropriate services and care. This information is often used prior to and during assessments to determine healthcare services and support needs.

Assessments may include details related to the residents:

- Physical and mental health
- Personal health history
- Assessment information is not shared with other healthcare service providers without consent. With consent, assessment information may be shared with healthcare providers involved in delivering required care and support services.

An electronic system is used to share health information with authorized healthcare service providers. This system allows providers to access the information necessary to deliver appropriate services.

Sharing of Personal Health Information (PHI)

With consent, the information contained in a resident's assessment may be used to:

- Provide healthcare support and services based on identified needs
- Ensure healthcare providers have the most current and complete health history and care information
- Identify gaps or overlaps in services to ensure care and supports are delivered where they are most needed

Privacy and Security of Information

Personal Health Information collected during assessments belongs to the resident. The privacy and protection of this information is a priority. During the

assessment process, only the health information required to determine care services and support needs is collected.

This information cannot be used for any other purposes without resident's permission.

- Health information is kept in a secure place
- Health information will only be viewed by authorized people who deliver the service
- All health service providers have signed contracts to keep the information confidential
- Information is stored and/or disposed of according to the law
- The home will investigate any suspected breach or unauthorized access to resident's PHI

Your Privacy Choices

Residents may speak with their usual care provider or the Privacy Officer to:

- Review their own assessment and request a copy
- Request corrections to their information
- Ask questions about how information is used or shared
- Withhold or withdraw consent for sharing information, where permitted

To withhold or withdraw consent to share assessment or identifying information, residents or their substitute decision-makers may contact the Integrated Assessment Record (IAR) Consent Call Centre at 1-855-585-5279.

Privacy Officer Contact Information

Residents and families who have questions or concerns about privacy may contact:

Privacy Officer

Claudia D'Jesus, HR Manager/LTC Administrator
905-935-6080, extension 265
cdjesus@niagarainagrafton.ca

If any issues or concerns about how residents' 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
TDD/TTY: 416-325-7539 www.ipc.on.ca

Code of Conduct

Ina Grafton Gage Village has a code of conduct for staff, residents, families and visitors 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 will not be tolerated at Niagara Ina Grafton Gage Village.

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
- physical intimidation
- verbal intimidation

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 abusive within an organization.

Residents' & Family Responsibilities

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

Speak Your Mind Program

The Speak Your Mind Program is available to all residents of Niagara Ina Grafton Gage Village. Residents may use this program to raise concerns, offer suggestions, or provide compliments.

All Speak Your Mind submissions are reviewed at leadership meetings. When a name or contact information is provided, submissions will be responded to by the appropriate manager.

Speak Your Mind forms are available at the main desk in the Atrium and on the board across from the Nurses' Station. Forms may also be submitted online through the Resident Quick Links section of the home's 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 website.

For the purposes of this handbook, the home encourages residents and families to raise any concerns related to care or the operation of the home so that they may be addressed and resolved in a timely manner.

Concerns should first be discussed with the staff member or department involved and/or the Charge Nurse on duty. Department contacts include:

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

If the concern requires further review, residents or families may contact the Director of Care:

Michele Temple, RN
905-935-6080 ext. 226
mtemple@niagarainagrafton.ca

Claudia D'Jesus, HR Manager/LTC Administrator
905-935-6080, extension 265
cdjesus@niagarainagrafton.ca

If the issue or complaint is not resolved to satisfaction, the next step is to contact the Chief Executive Officer

Kathy Robinson CEO (interim)
905-935-6080 ext. 223
krobinson@niagarainagraton.ca

If a satisfactory resolution is not achieved through the above processes, residents or families may contact the Ministry of Long-Term Care using the toll-free number **1-866-434-0144**.

Mandatory Reporting to the Ministry of Long-Term Care

All individuals share a responsibility to ensure that residents live with dignity, safety, security, and comfort. Any person who becomes aware of, or suspects, that any of the following has occurred or may occur and may result in harm or risk is required to take action:

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

Reporting is also required if there is suspicion 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

With the exception of residents themselves, all individuals have a duty to report the issues outlined above. Residents and family members may also report concerns if they choose.

Information regarding reporting procedures is posted across from the Nurses' Station. Reporting is mandatory for the home, its employees, and individuals who provide professional services to residents or the home, including those working in healthcare, social work, or social services. Failure to report may result in penalties as outlined in legislation.

Reporting Contacts

Ministry of Long-Term Care Action Line:

1-866-434-0144

Patient Ombudsman :

www.patientombudsman.ca

Toll-free : 1-888-321-0339

Care Conferences

A Care Conference is a multidisciplinary meeting that takes place within six weeks of a resident's admission and annually thereafter. Residents, when able, and their family members are encouraged to attend and provide input.

Participants involved in the Care Conference may vary depending on the resident's care plan needs and may include:

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

Medical Services

Upon admission, a resident's medical care is transferred to the home's Medical Director. A Release of Medical Records form is required to be signed and submitted to the resident's previous physician.

Once medical records are received by the home, the Medical Director assumes responsibility for providing medical services. The Medical Director is available on-call to nursing staff 24 hours per day and is on-site weekly.

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

- Life Lab Laboratory - ECG and blood tests
- STL Imaging - x-rays and ultrasounds
- IV Therapy as required and suitable



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, and the resident can remove on their own. 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.

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

Residents who are required to leave the Long-Term Care home to receive medical or psychiatric care at a hospital may retain their bed in the home, provided they 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

Room Transfers

Residents who wish to move to another room within the Long-Term Care home may request a room transfer. Requests are placed on a waiting list, and accommodation of such requests may be limited due to the size of the home.

To apply for a room transfer, residents or their substitute decision-makers should contact the Director of Care. A transfer fee may apply. The home reserves the right to relocate residents to another room when required to meet 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 at Home (formerly the LHIN). The Resident or the Resident's family shall be obligated to pay all applicable charges for up to 48 hours following the Resident's discharged/death.

All Belongings must be removed from the suit within 48-hour period.

Any additional days required for the removal of the Resident's belongings beyond 48-hour timeframe will be subject to additional daily charges at the established rate.

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. We generally do not accept donations of clothing, furniture and/or equipment.



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.

