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**Resident Communications Update:  
Niagara Ina Grafton Gage Village**

Date: July 7, 2020

Dear Long-Term Care Resident:

We are continuing to experience some operational changes and shifts in routine related to the management and/or prevention of the COVID-19 virus. We want to reassure you that we are continually taking important steps to keep you safe and informed. We will be circulating and posting updates on a regular basis. Our team is always available to answer your questions and to ensure you feel supported during this time. Thank you!

**CURRENT COVID-19 STATUS IN OUR HOME:**

Number of Resident Cases   0  

Number of Staff Cases   0  

Our Home is COVID-19 free!

**THIS IS HOW WE ARE KEEPING YOU SAFE:**

Infection Control: Ongoing environmental disinfecting twice daily of all high touch surfaces. Monitoring of all residents for symptoms and checking temperature twice daily. Isolating of symptomatic residents. Screening all staff at the beginning and end of their shift. Masks mandatory for all staff and essential visitors. Any symptomatic residents or staff will continue to be tested for Covid-19. Symptomatic staff are not allowed to work. Symptomatic residents will remain in their room under isolation until results are received and, dependent on result, we will be directed by Public Health. Residents are encouraged to sanitize their hands before and after each meal and are assisted by staff if not able to do so independently. Only essential visitors are allowed as per MOHLTC guidelines. Any new admission or readmission must be tested and be negative before they are allowed to be admitted or return to facility. Once returned, all new admission and readmissions must remain on isolation for 14 days and monitored for symptoms.

**IMPORTANT:** Despite some lifting of restrictions in the community, this does not mean that the pandemic is over nor that it is not still a threat to the health of the residents residing here. With everyone doing their part, we have helped to decrease the spread of Covid-19 in Ontario and in this facility. We all must continue to do our part to eliminate the spread and keep the virus out of this facility. Please continue to follow all protocols from the Ministry of Health and Long-Term Care and Public Health.

Bathing Schedules/Guidelines:

No changes have been made to the bathing schedule.

Food/meal service:

All residents continue to be placed in the dining room or Activity Room, one person per table to maintain a 2metre/6feet physical distancing.

Miscellaneous:

- If you are using the Library/Activity Room, you must maintain a 2metre/6feet physical distancing to protect yourself and others.
- Please do not go into other resident rooms for visiting.
- Do not loiter in the halls outside of the dining room, in LTC, or in the Atrium. This is to protect you from potential contact with others entering the building.
- Small group activities of no more than 5 residents have resumed provided physical distancing can be ensured in the room that the program is held. Only the Activity Room will be used for small group activity. Shared items during a program are not allowed, and there are no food programs (except portable ice cream day which will be brought to the resident) or no bus outings at this time.
- Consults for specialists can be arranged over the phone with the resident and specialist. The DRC Jane, will assist. This is preferable to you going out of the building for appointments. Unless it is an emergency, it is not recommended at this time. If your attending physician and the specialist you are to see deems it necessary for you to leave the facility for the appointment, there are very specific protocols that must be followed for your protection and whomever is taking you to the appointment. Staff are aware of this protocol/procedure and prior to the appointment it will be discussed in full with the person taking you to your appointment and instructions will be provided.
- Please let your family members know they can call and pick up your mail by calling Deb at Ext. 221. She can collect it for your family and leave it at the screening desk to be picked up.
- Dental Hygienists were supposed to return but have now decided to wait until a later date.
- Foot Care Services resumed on Tuesday June 23. The Foot Care Nurse will continue to provide the service in your room so you will not need to be transported to the Treatment Room for this service. She will be following very specific infection control practices to keep you, themselves, and our staff safe. The next date of service is August 3, 2020.
- Although hairdressing services are available in the community, it is not considered an essential service; therefore, residents of Long-Term Care are not to leave the property for these types of appointments. We currently do not have hairdressing services available in "B" Building, where Long-Term Care is located. The "E" Building salon has opened; however, they are not providing services to Long-Term Care residents. We will keep you informed if/when services become available.
- **IMPORTANT REMINDER:** Residents **ARE NOT** to leave Niagara Ina Grafton property unless it is to attend an arranged doctor's appointment. This is mandated by the Ministry of Health and Long-Term Care for the safety of all. You do not have the right to put other residents at risk by not following the rules. **We all need to work together to keep each other safe and healthy.** If you require something (food/other purchases), you may make arrangements for a delivery or have a friend or family member drop it off for you. All deliveries/items are to be brought to the Screening Station located in Atrium of "B" Building.

### STAYING CONNECTED:

- All of your family members/friends, etc. who are deemed your first contact have been notified to keep up-to-date with changing information by accessing our website at [www.niggv.on.ca](http://www.niggv.on.ca). Information is posted there regularly.
- We are continuing to offer Outside Visits. There are very strict procedures and protocols as to how to book/request an outside visit. All visits must be booked in advance by calling the Activation Department at Ext. 243. Visits will be supervised. All of this information is available on our website. One visitor per resident per week. If additional time is available, we may be able to accommodate more than one visit per week.
- Window visits are still permissible, keeping the 2metre/6feet physical distancing.
- Other virtual visits can be organized with the Activation Department.
- Residents are discouraged from going outside in the front of the property in order to eliminate contact with others. Residents are encouraged to use the courtyard instead and to continue with 2metre/6feet physical distancing whether you are in the building or outside on the property. This includes keeping this distance from any other resident, even if they live at NIGGV.
- **REMINDER:** If you go outside the facility (not including the inner courtyard), you **must** sign out and then sign back in upon your return every time, even if you remained on the property. We need to know where our residents are in case of an emergency. The sign out/in book is located at the Nursing Station. This procedure is not new or related to Covid-19. This is a standard procedure that must be followed.

**Do you still have questions about COVID-19?**

### Contact

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***We are in this together and we'll get through this together.***