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

Date: August 11, 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!

We did have a suspect outbreak due to one staff member testing positive. No further positive cases have been identified and the suspect outbreak was declared resolved as of August 3, 2020.

**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 for identified residents. Other visitation is allowed for outdoor and indoor visits (see details in the Staying Connected Section of this memo). 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. They are to be tested again at the end of the 14 days and be negative before isolation is ceased.

**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. Residents on isolation will receive a bed bath in their room.

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. Residents on isolation will receive tray service in their room and disposable dishes/cutlery will be used.

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 written 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 are now going to resume services. They will be contacting specific residents with a date/time.
- The Foot Care Nurse will continue to provide 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.
- **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 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 the Atrium of "B" Building.
- We understand that many of you are missing the hairdressing services. We have not received direction to resume this service and it is not deemed essential for you to leave the facility at this time. We will keep you up-to-date on any changes in this regard.

### 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.
- **NEW:** Indoor visits can now be arranged. There are very strict procedures and protocols as to how to book/request an indoor visit. All visits must be booked in advance by calling the Activation Department at Ext. 243. Visits will take place in the Chapel and will be supervised. All of this information is available on our website.
- **In order to be fair to all, we are limiting visits to two visitors (at the same time), once per week per resident. This means either one outdoor, one indoor, or one 30-minute virtual visit once per week. If time and staffing allow, we may be able to accommodate additional visits; however, this is not guaranteed.**
- Window visits are still permissible, keeping the 2metre/6feet physical distancing.
- 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.

### 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.***