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Niagara Ina Grafton Gage Village

Memorandum

Date: August 28, 2020
To: Family Members - Long Term Care Residents
From: Patrick O'Neill, Chief Executive Officer
Re: COVID-19 Updates

We are pleased to share with you the first step in allowing LTC residents hairdressing services. This will be a gradual process, so please continue to check the website for updates.

Appointments must be booked via email and can be scheduled by contacting Donna Reynolds at 'donnareynolds29@hotmail.com'. If you do not have email, please contact Jane Schram, Director of Resident Care, at 905-935-6080, ext. 226 and she will email the hairdresser on your behalf.

Appointments are being scheduled for the week of September 8th and an assigned hairdresser will provide service to LTC residents for that week only. Every effort will be made to ensure that all requests are accommodated.

The hairdresser will re-open services in accordance with Public Health guidelines and facility protocols that include:

1. The hairdresser must pass COVID-19 screening prior to entering the facility; screening will take place when exiting as well.
2. The hairdresser will wear a mask at all times while in facility.
3. Services will be provided in the resident's room; a one-to-one ratio with one hairdresser to one resident at a time will apply.
4. No washing or blow-drying of hair will be allowed.
5. Only haircuts will be provided at this time.
6. Gloves must be worn when providing service in the resident's room.
7. Hands will be washed before and after each resident as well as when entering and exiting each area.

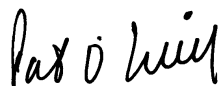
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8. Plastic disposable capes and paper disposable wubbies will be used for each individual resident and will be disposed of after each use.
9. Cleaning and disinfecting requirements of all tools used at the time of each individual service.
10. Clean-up of hair in each resident's room after each service.
11. The name, date, time of service and service received will be documented for each resident.
12. All residents will be billed through the Admin Office with payment taken out of their trust account. No money will exchange hands from the resident to the hairdresser.
13. If you wish to schedule an appointment and do not have a trust account, please contact the Admin Office to set one up.

Consideration will be made at a future date regarding implementation of any additional services and for scheduling of these services.

Should you have any questions, please contact Jane Schram.

Sincerely,



Patrick O'Neill
Chief Executive Officer

PO/fn