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

Date: November 16, 2020

Dear Long-Term Care Resident:

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!

**EFFECTIVE TODAY**

As per Public Health, the Niagara Region has moved into the "Orange-Restrict" level. As a result, changes have been made as follows:

- .1 Hairdressing services for Long-Term Care residents are on hold.
- .2 All indoor and outdoor visits are on hold.

**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 be monitored for symptoms. They are to be tested again at the end of the 14 days and be negative before isolation is ceased.

**IMPORTANT:** The pandemic is not 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. Based on the rise of cases in Ontario, we have determined it safest for residents to not go out on short term absences unless it is for necessary appointments. Family members/POA's are encouraged to contact Jane Schram directly to discuss all requests for short term absences from NIGGV and receive approval before doing so. As per the City of St. Catharines, residents who reside at Niagara Ina Grafton Gage Village (excluding Long-Term Care) should wear a face covering while in the common areas, and have been encouraged to do so unless medically unable.

We are also encouraging Long-Term Care residents that travel about the facility on their own (not including the dining room/Activity Room/Long-Term Care hallways) to also wear a face covering for their protection.

It would be very helpful if families/POA's could provide reusable face coverings for those residents so we don't deplete our mask supplies. These can be dropped off at the Screening Station, attention to Jane with the resident's name, and we will ensure it is labeled and that the resident is educated on its use.

#### 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. If an essential visitor is here to feed a resident, the resident will be provided tray service.

#### Miscellaneous:

- If you are using the Library/Activity Room, you must maintain a 2metre/6feet physical distancing to protect yourself and others and are now encouraged to wear a face covering.
- 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 are continuing, 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. 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 Station to be picked up.
- Dental Hygienists are continuing their services. They will be contacting specific residents with 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 or a pre-approved short term absence. 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 the 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 will continue to keep you updated on any changes to services/programs.

#### **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.
- There are no changes to the requests for Essential Visitor Protocols/procedures. Family members/POA's are to contact Jane Schram directly to discuss these requests. NIGGV has the right to limit the number of visitors allowed in the facility at any one time (even if they are deemed essential) to ensure the safety of residents and staff.
- 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 face coverings are encouraged for residents who travel about the facility on their own. Please 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**

**Jane Schram, Director of Resident Care**

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