

NIAGARA GARDENS

RETIREMENT LIVING

TRILLIUM AWARD RECIPIENT

RESIDENT INFORMATION PACKAGE

Welcome Home

Your guide to our suites, care, dining, daily life and rates.

181–175 Niagara Street
St. Catharines, Ontario L2R 4M1

Telephone 905-687-3388
Rates effective June 1, 2026

Welcome to Niagara Gardens

A full-service retirement home in the heart of beautiful St. Catharines, the Garden City, easily reached from the QEW at Niagara Street.

We offer all the comforts you are accustomed to, in a warm, home-like atmosphere. Our qualified staff are dedicated to the personal attention each resident needs at every level of care, and we pride ourselves on quality, compassionate care.

We want to hear from you. Management welcomes the ideas and comments of residents, families and visitors, and will meet with you whenever you or your family ask. Your opinions help our staff respond to each resident's needs and concerns.

We prepared this package to help you settle in and to make your stay with us as enjoyable as possible. We hope it answers your questions. If it does not, please ask any member of our team.

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OUR TWO BUILDINGS: 181 AND 175

181 NIAGARA STREET

Independent Living

Private suites with housekeeping, laundry, meals and a nurse-assist pendant included in your monthly rate.

175 NIAGARA STREET

Assisted Living

Private suites with housekeeping, laundry, meals, medication support and PSW care included in your monthly rate.

Enclosed with this package: a sample activities calendar, the Doctor's Letter, and our complaints policy and form.

Niagara Gardens Retirement Manor is a privately owned corporation under the direction of Edward Ulrich. The licensee has no affiliation with any external care providers that may provide services in the home.

Your suite

Accommodation

Niagara Gardens offers private assisted living and independent living accommodation. Our one-room suites range from 240 to 320 square feet, and every suite has a private bathroom.

Some suites in our independent living building also have a small bar fridge or kitchenette and other amenities.

Furniture we can provide

At no additional cost, and depending on availability, you may ask for some or all of this furniture:

- Headboard, box spring and mattress
- Night table
- Dresser
- One upholstered chair

Bringing your own furniture

We encourage you to bring your own furniture when you move in. We reserve the right to ask that an item be removed from a suite if it gets in the way of the care or safety of residents or other guests.

Bedding and linen

Every suite is supplied with:

- Twin bedding
- Blanket and bedspread
- One pillow
- Bath towel, hand towel and face cloth
- Window coverings (curtains)

We supply twin-size bedding and linens only. If you bring a double, queen or king-size bed, please supply your own bedding.

You are welcome to use your own bedding and linens. Because all bedding and linens are laundered by our staff in a central laundry, we cannot take responsibility for the laundering and return of personal bedding and linens.

Families are asked to label all linens on arrival.

Insurance

Our insurance policy covers residents' personal belongings only to a limited extent. We suggest you keep your own tenant insurance while you live here.

Settling in

Residency agreement

All residents are required to sign a residency agreement before moving into a suite. You have five days to reconsider, with no administration charges.

Moving in and out

Please confirm all moving arrangements with the Sales Manager. Moves are not permitted during meal hours or after 7:00 p.m.

Telephone and cable

Each suite has one telephone jack and one cable hookup. You or your family arrange installation, and the telephone and cable companies bill you directly.

These costs are the responsibility of the resident or family, except when a move within the home is made at management's request.

Painting and decorating

Any change of paint colour in a suite must be approved by maintenance. Bright colours that are hard to cover are not permitted, and any wallpaper must be the dry-strippable type.

All painting and decorating costs are the resident's responsibility.

Electrical appliances

Our Maintenance Supervisor must inspect every electrical appliance before it is used in a suite. We may refuse any appliance or power cord that could be hazardous.

Space heaters and hot plates are not permitted in residents' rooms.

Languages

Niagara Gardens promotes diversity and inclusion by employing staff who are proficient in a variety of languages. We conduct business in English only.

Care and wellness

Levels of care

Niagara Gardens provides several levels of care. Each level is priced on page 13 and described on page 15.

Care assessments

To plan your care, we collect information to assess care needs and competency. Accurate assessments depend on the participation of residents and families.

With the resident's consent, assessments are done on admission and every six months afterward.

House physician

Dr. Wan is the house physician at Niagara Gardens. He is experienced in geriatric care, visits in person at least twice a month for rounds, and is available by phone and fax for new orders. Please see the Doctor's Letter for more information.

You are free to keep a physician from the community, although many residents prefer our house physician for ease of access. A community physician must be prepared to follow the home's policies and procedures.

Physician services do not include Ontario Health atHome (formerly HCCSS) beds.

Nursing support, 24 hours a day

Niagara Gardens provides 24-hour nursing supervision by staff. If you need emergency attention or special assistance:

- **Building 175:** pull the call bell in your suite or bathroom.
- **Building 181:** use your nurse-assist pendant or emergency phone.

We will attend to your needs. After hours, reach the nursing staff at 905-687-3388, extension 2011.

Medication

We encourage every resident to stay independent and to continue self-medication whenever possible.

When needed, or when requested by the resident, their substitute decision-maker (SDM) or their doctor, our UCP staff can administer all prescribed medication. This includes storing medications, ordering prescriptions through National Pharmacy, verifying medications and managing the resident's prescriptions.

Medications administered by our staff must be received in unit-dose packages.

Care partners and our team

External care providers

You may purchase or apply for care services, other services, programs or goods from external care providers. We will work with you or your SDM to arrange external services whenever possible.

- **Publicly funded care:** Ontario Health atHome (formerly HCCSS), 905-684-9441. New clients must first contact intake at this number.
- **Private care:** companies include Visiting Angels, ProResp and other selected nursing companies.

Moving to long-term care

Niagara Gardens has a long-standing professional relationship with Ontario Health atHome (formerly HCCSS). If a resident or family needs or chooses to move to long-term care, our staff will assist with anything the receiving home requires to make the transition smooth.

Minimum staffing levels and staff qualifications

ROLE	COVERAGE AND QUALIFICATIONS
Director of Care	In office 40 hours weekly, and on call for emergencies. Current registration with the College of Nurses of Ontario (CNO).
Registered staff, or Med Tech with on-call RPN	24 hours a day. Current registration with the CNO. RPN: registered practical nurse.
UCP (unregulated care provider)	Two per shift, 6 a.m. to 3 p.m. Certified PSW with enhanced medication training.
Personal support workers (PSWs)	**Building 175:** about 12 workers in a 24-hour period, varying by shift, with a minimum of two at night and five on evenings. **Building 181:** one PSW overnight.
Human Resources	On site 40 hours per week for resident, family or facility issues.

Dining

MEAL TIMES	BREAKFAST	LUNCH	DINNER
Building 181	8:00 a.m.	12:00 noon	5:00 p.m.
Building 175	9:00 or 9:15 a.m.	1:00 p.m.	6:00 p.m.

Dining rooms

The main dining room is on the first floor, at the centre of each building.

When you move in, you are assigned a table. We try to seat you with a compatible resident. If you have any concerns, please contact the Dietary Supervisor.

Private dining room

Building 181 has a private dining room on the third floor. It seats six and is used for special meals and family get-togethers. Please reserve it ahead of time through the Dietary Supervisor.

Tray service

We encourage residents to eat in the dining room, because mealtime is part of social life here.

If you become ill and the nursing staff ask you to stay in your room, tray service is provided without charge.

Special diets

Our meals are nutritious, varied and well planned, and we want everyone to be satisfied in the dining room. Speak with the Dietary Supervisor when you move in, and we will arrange for your special dietary needs.

Therapeutic diets are available on the authorization of a medical professional.

Guests at meals

Friends and relatives are always welcome to join you for any meal. Please arrange it with the dietary department before the meal, so that we have enough space and food. For large parties we need at least 24 hours' notice.

Guest meal prices are listed with our other charges on page 14.

Daily life

Activities

Our activities coordinators run programs five days a week, and the activity hall is open at all times for your use. A sample activities calendar is included with this package.

If you would like more mental, social and recreational stimulation, we will provide a membership to the Dunlop Seniors Centre.

Spiritual programs are offered by a non-denominational outside Deacon.

Lounges

Lounges are in the centre core of each floor. Use them to entertain family and friends, or to meet other residents for socializing and conversation. Please help our staff keep the lounges clean and tidy.

Visitors

Visitors are always welcome at Niagara Gardens. We expect everyone to respect the privacy of our other guests, and management reserves the right to ask visitors to leave if issues arise.

Hair salon

We have a full hairdressing salon for men and women on the premises. Book in person at the salon or through the nursing office.

You pay the hairdresser directly. Hairdressers are not Niagara Gardens staff.

Residents' council

We encourage residents to form and take part in a residents' council, with meetings held monthly. Any resident may start a council if one does not yet exist.

To take part, or to learn more, please contact management, who will give you information and direction.

Minutes of council meetings are forwarded to management, posted, and made available on request.

Housekeeping, laundry and mail

Housekeeping

Our housekeeping staff clean your suite thoroughly every week, on a day of the week assigned to you.

If you prefer to clean your own suite, we will make supplies and equipment available to you.

Maintenance

Our maintenance staff can help with minor repairs in your suite, as long as this does not interfere with the general maintenance of the building and its equipment. Please leave a message for repairs with the sales office.

Mail

Incoming mail is received at the reception desk and delivered to your table in the dining room during lunch or dinner. Stamped outgoing mail can be left in the mailbox and will be taken to the post office.

We cannot hold or store residents' mail. To have your mail forwarded to a different address, please contact your local postal outlet.

Laundry

Laundering of linens, bedding and personal clothing is included in your monthly rate. Please note:

- Send only wash-and-wear garments to the central laundry. Ironing is not provided.
- Each resident receives a mesh laundry bag marked with their room number.
- Families label all clothing with the resident's room number. A marker is available from the laundry if you need one.
- Families supply a laundry hamper that the mesh bag can sit in, for safety.
- Do not put non-washable articles in your laundry bag. Niagara Gardens assumes no responsibility for items damaged in the laundry.

Safety and security

Keys and locked doors

When you move into building 181 you are given a key for your suite, so you can keep it locked whenever you are away.

Our front doors are locked at 9:00 p.m. and stay locked until 6:00 a.m. All other doors are kept locked and alarmed at all times.

Late visitors are asked to phone ahead and tell staff when they will arrive, so we can let them in. After hours, call extension 2011.

Your valuables

We encourage you to keep your door locked when you are away from your suite. Niagara Gardens assumes no responsibility for lost or stolen items.

Please do not keep large amounts of cash or valuable items in your suite. We suggest a personal lock box for items such as ID, money or jewellery.

Niagara Gardens does not hold money in trust accounts for residents.

Emergency call system

Building 175: a 24-hour emergency call system in each suite and each bathroom.

Building 181: a pendant, or a phone in the suite, to reach nursing support for emergencies 24 hours a day.

After hours: call the nursing staff at 905-687-3388, extension 2011.

For everyone's safety

- Soliciting of any kind is not permitted in the home or at your suite door. Tell a staff member right away if anyone tries.
- Report strangers loitering in or around Niagara Gardens to a staff member immediately.
- Tell a staff member whenever you leave the building, so we have an accurate count of residents in an emergency.
- Planning a leave of absence or a vacation? Tell the shift supervisor well in advance, so your medications can be prepared to take with you.

Health and safety

Infection control

Niagara Gardens has an infection control program and works to avoid outbreaks.

If you are ill or have a health concern, please tell a nurse right away so we can follow the home's policies and public health rules.

Good hand hygiene is the best way to prevent the spread of infection. Hand sanitizer is located throughout the home.

Families: please do not visit if you are ill. If you become ill while you are here, tell a staff member so we can help you.

During a declared outbreak, visiting stops, except for essential caregivers and visitors to residents receiving palliative care, subject to the rules of the local Public Health Unit.

Restraints

No one who provides care in the home, whether a Niagara Gardens employee or an external provider, may restrain a resident in any way, including by a physical device or the administration of a drug, unless the resident or others are at immediate risk of serious bodily harm.

Fire safety

For your protection, every suite has a smoke detector and a heat detector.

- The smoke detector alarm rings in your suite only.
- The heat detector sets off our fire alarm system.
- If a heat alarm or a pull station is activated, the fire bells ring throughout the building. The fire department is notified automatically and dispatched immediately.

Every resident's room in buildings 175 and 181 has automatic sprinklers.

Preventing falls

To prevent falls and injuries:

- Reduce clutter, and keep cords and wires out of the way.
- Keep a clear path between the bedroom and the bathroom.
- No scatter mats or loose carpets in rooms or common areas.
- Always use your mobility aids, and wear proper footwear.
- All common areas are to have adequate lighting.

Your rights

Rent and service changes

Niagara Gardens is subject to Ontario's Residential Tenancies Act, 2006, and is required to give every resident a residents' handbook or information package. In accordance with the Act:

- We give each resident 90 days' written notice of any increase in the rate charged for rent, meals or care services.
- We may increase the rent only after 12 months have passed since your move-in date or the last rent increase, and only within the limits set by the Province of Ontario's guidelines.
- We may increase the rate for meals or care services at any time, on 90 days' written notice.
- You may purchase additional service packages at any time, for example a higher level of care. Charges for a new package begin as soon as you start receiving it.
- If the licensee reduces or suspends a care service, residents and families are notified in writing six weeks in advance, and the service withdrawn is no longer included in your monthly payment.

Notice to move out is explained with deposits on page 14.

Complaints

Management wants to resolve any complaint from residents, family members or visitors quickly, to the satisfaction of everyone concerned.

- **First,** speak to the staff member involved or to the supervisor on duty.
- **If the problem is not corrected,** or you do not receive a suitable answer, use our formal complaints policy and procedure, included with this package.
- **Give the completed form** to the Human Resources Manager, who will investigate and follow up.

Inspections

Under sections 77 and 80 of the Retirement Homes Act, 2010, an inspector or investigator from the Retirement Homes Regulatory Authority (RHRA) can copy or remove records from the home, including records with a resident's personal information and personal health information, to determine whether the licensee is complying with the Act.

Monthly rates

EFFECTIVE JUNE 1, 2026

181 NIAGARA STREET

Independent Living

Every rate includes housekeeping, laundry, meals and a nurse-assist pendant.

How each rate adds up: your suite + housekeeping and laundry $450 + meals $475

Small suite · 260 sq. ft.	Suite $1,775	**$2,700**
Medium suite · 285 sq. ft.	Suite $1,875	**$2,800**
Large suite · 320 sq. ft.	Suite $2,120	**$3,045**
Two-room suite	Suite $3,200	**$4,125**
Two-room suite · two people	Suite $3,200 + second occupant $850	**$4,975**

Medication support, if you need it: medication administration or supervision, and vitals and blood sugar monitoring. **+ $270**

175 NIAGARA STREET

Assisted Living

Every rate includes housekeeping, laundry, meals, medications and PSW support.

How each rate adds up: base rate $2,000 + housekeeping and laundry $450 + meals $475 + medication support $370 + your level of care

Low care · includes briefs	Care $1,100	**$4,395**
High care · includes briefs and catheter care	Care $1,300	**$4,595**

Couples sharing a suite: base rate $2,000 + second occupant $850 + housekeeping and laundry $900 + meals $950 + medication support $740 + care $1,100 or $1,300

Couple, low care	Care $1,100	**$6,540**
Couple, high care	Care $1,300	**$6,740**

Deposits, fees and rent

EFFECTIVE JUNE 1, 2026

Deposits and one-time fees

	DEPOSIT	ADMINISTRATION FEE
181 Independent Living	$1,000 per person	–
175 Assisted Living	$1,000 per person	$500, non-refundable
Transitional (short) stay $1,200 in total	$1,000, applied to your daily rate at the end of your stay	$200

Short stays and other charges

CHARGE	AMOUNT
Transitional (short) stay	$100 per day
Brief program, transitional stay	$12 per day
Brief program, building 175	$200 per month
Bariatric briefs	An additional $150 per month
Guest meals	Breakfast $8 Lunch $10 Dinner $15
Late payment of rent	$150

Paying your rent

Your monthly rent invoice is prepared during the last week of the month. Rent is due at the beginning of each month.

To receive your invoice by email, send a request to our bookkeeping department: **bookkeeping.niagaragardens@gmail.com**

We recommend our pre-authorized payment service, by debit or credit. A late payment charge of $150 is added to payments not received on time.

Giving notice to move out

Residents must give at least 30 days' notice before moving out of their suite or to another facility. If the required 30 days' notice is not given, the remaining days of the current month and the deposit are not refunded.

What your rate covers

EFFECTIVE JUNE 1, 2026

Your suite

Included in every suite rate and base rate:

- Heat, hydro and water
- Air conditioning in suites
- Private bathroom
- Window coverings (curtains)
- Games or common room
- Common dining room
- Landscaping and snow removal
- Call-bell monitoring (see office hours)
- Nightly routine checks in building 175 by PSW staff, unless the resident or SDM asks for another arrangement
- On-site Director of Care, 40 hours weekly
- At least two staff members on duty at all times for emergency response

Not included

- Cable TV and telephone, which you pay for directly
- A refrigerator or stove in the suite (some independent living suites have a small bar fridge or kitchenette)
- Use of the laundry room, which is for staff only

Incontinence products

- Tabbed briefs are supplied by the home
- Bariatric briefs are an additional charge (page 14)
- Incontinence underwear is not supplied

Housekeeping and laundry $450

- Bed linens and towels, including laundering
- Personal laundry
- Housekeeping

Meals $475

- Three meals and snacks each day, seven days a week
- Fluid tray service when you are ill
- Therapeutic diets, on the authorization of a medical professional

Medication support

$370 in building 175 · $270 in building 181

- Medication administration or supervision
- Vitals and blood sugar monitoring

Low care $1,100

- Ambulation with one or two staff members
- Assistance with dressing, oral hygiene, grooming and personal hygiene
- Cueing and assistance with incontinence care

High care $1,300

Everything in low care, plus:

- Assistance with nutritional intake
- Transfers with a mechanical lift and two PSW staff
- Total assistance with dressing, oral hygiene, grooming and personal hygiene

NIAGARA GARDENS

RETIREMENT LIVING

TRILLIUM AWARD RECIPIENT

The Niagara Gardens team welcomes you home.

Questions about anything in this package? Please ask any member of our team, or call us.

TELEPHONE
905-687-3388

FAX
905-687-4811

AFTER HOURS
Nursing staff, ext. 2011

181–175 Niagara Street
St. Catharines, Ontario L2R 4M1

Easily reached from the QEW
at Niagara Street