



Welcome to
Your New Home

Resident HANDBOOK

York Region Long-Term Care
Newmarket Health Centre
Maple Health Centre
york.ca/LongTermCare



Updated: January 2026

Land Acknowledgement

We acknowledge that York Region is located on the traditional territory of many Indigenous peoples including the Anishinaabeg, Haudenosaunee, Huron-Wendat and Métis peoples and the treaty territories of the Haudenosaunee, Mississaugas of the Credit First Nation and Williams Treaties First Nations. Today this area is home to many diverse Indigenous Peoples, and we recognize their history, spirituality, culture and stewardship of this land. We also acknowledge the Chippewas of Georgina Island First Nation as our closest First Nation community.

Newmarket Health Centre
194 Eagle Street,
Newmarket, ON L3Y 1J6
905-895-3628
Toll free: 1-866-967-5582
york.ca/LongTermCare

Maple Health Centre
10424 Keele Street,
Vaughan, ON L6A 2L1
905-303-0133
Toll free: 1-866-967-5582
york.ca/LongTermCare

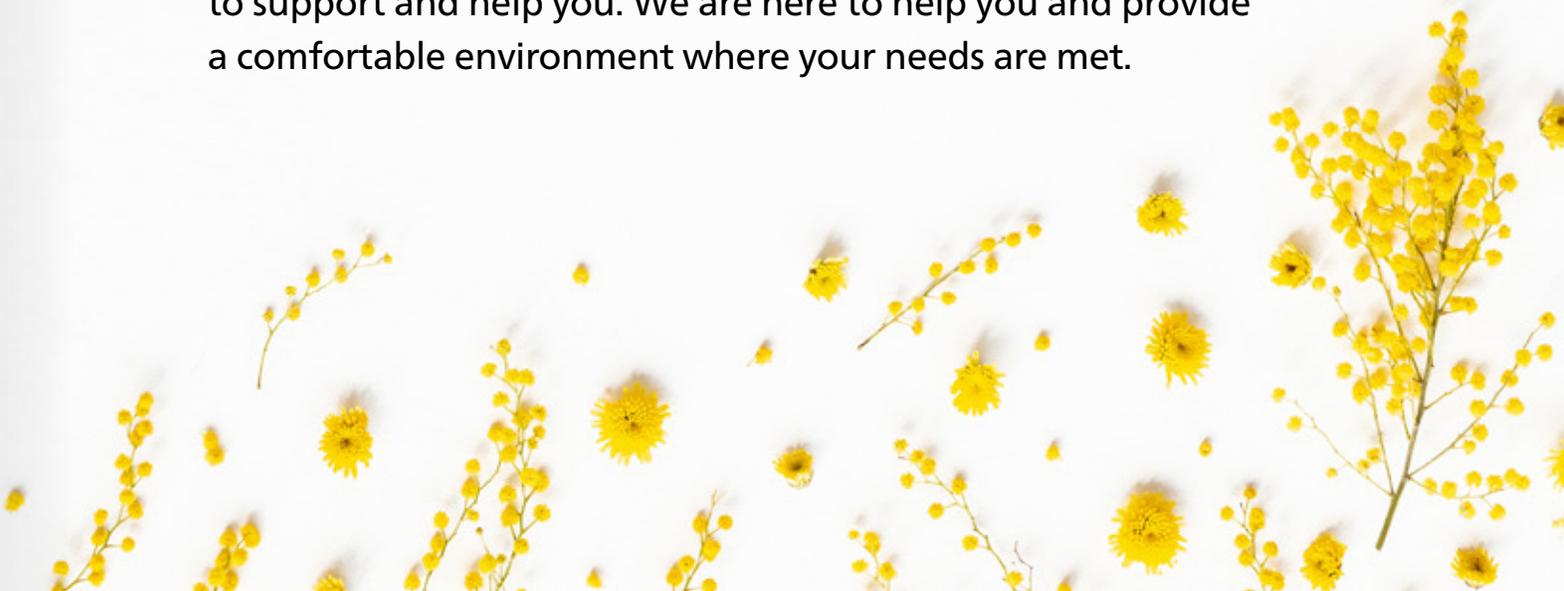
Welcome to Your New Home

We are pleased to have you join us. This handbook provides helpful information about your new Home.

You may find that adjusting to a new environment takes some time. This period of transition varies from person to person and family to family. Our goal is to make your transition as easy as possible.

Things may be different from what you are used to, including daily routines and how things are done. We try to make living here as “homelike” as possible and focus on person and family-centred care that will enhance your quality of life. We will support you with your physical, emotional and spiritual needs and ensure your personal wishes and preferences are respected.

You and your family will receive an orientation to the Home in general and to the Home area where you will spend most of your time. Please speak with our staff if you have any questions or concerns. We are here to support and help you. We are here to help you and provide a comfortable environment where your needs are met.



Contents

ORIENTATION TO YOUR CARE	6
Developing Your Personal Plan of Care	6
Protecting Your Privacy	7
Protection for Persons In Our Care	8
Your Identification	8
YOUR RIGHTS AND RESPONSIBILITIES	9
Residents' Bill of Rights	9
LIFE WITH US	15
Your Room	15
Your Clothing	16
Personal Belongings And Valuables	16
Personal Hygiene Items	17
Natural Health Products	17
Scent Awareness	18
Items Not Permitted In The Home	18
Television, Telephone and Internet Service	19
Meals	19
Recreation And Leisure Activities	20
Gift Shop/Hair Salon	20
Pets and Animals	21
Staff Appreciation	21
PERSONAL APPOINTMENTS OR ABSENCES FROM THE HOME	22
Appointments	22
Absences	23
Medical Leave	23
YOUR SAFETY AND SECURITY	24
Commitment To Resident Safety	24
Creating A Safe, Inclusive and Respectful Environment	25
We Are Committed To:	25
Disrespectful Behaviour	25
Building Safety	26
Secure Access	26
Vulnerable Person Registry	26
Video Surveillance	27
A Smoke-Free Environment	27
In Case Of Fire	27
YOUR HEALTH AND WELL-BEING	28
Infection Prevention And Control	28
Hand Sanitizing	29
Respiratory Etiquette	29
Masking	29
Responsible Visiting	29

Tuberculosis Screening.....	30
Outbreak Protocols	30
Falls Prevention And Management Program	30
Skin And Wound Program	31
Contenance Care And Management Program	31
Pain Management Program	31
Palliative Care	32
Restorative Care.....	33
Advanced Care Planning	33
YOUR PROFESSIONAL CARE TEAM	34
Administrator	34
Associate Administrator	34
Director Of Care.....	34
Nursing Staff	35
Medical Services Staff	35
Pharmacist Services	36
Therapy Services Staff	36
Recreation Program Staff	36
Social Worker	37
Admissions Coordinator	37
Dietitian	37
YOUR SUPPORT SERVICES TEAM	38
Environmental Services	38
Food Services	38
Laundry/Linen Service	39
Maintenance Services	39
Administrative Support	39
OTHER SERVICE PROVIDERS	40
Volunteer Services	40
Student Placements	40
Spiritual Services	40
Optometrist.....	40
Foot Care Services	41
Dental Services	41
Private Duty Caregivers And Paid Companions	41
STAYING UP TO DATE	42
Residents' Council And Family Council	42
Newsletter	42
INFORMATION FOR FAMILIES AND CAREGIVERS	43
Visiting	43
Tips For Making The Most Of Your Visit	44
Coping With Dementia	45
Support Our Health Centres.....	45
Emergency Codes in Long-Term Care Homes.....	47
Contact Us	48

Orientation to Your Care

Our staff work together to provide high-quality, resident-centred care. We are here to help you live as independently and safely as possible. You, your family members and your friends are also important contributors to your care. We encourage you and your substitute decision-makers to participate in decisions about all aspects of your care, including physical health, mental well-being, spirituality and creativity. We will give you the information you need to make those decisions.

DEVELOPING YOUR PERSONAL PLAN OF CARE

In the coming weeks, you and your family will learn more about the Home and how we work together to support your independence and health care needs. An introduction meeting will be scheduled for you, your family and/or substitute decision-maker with your care team to develop your personal plan of care and set goals. This plan of care is reviewed and updated regularly, and additional meetings can be arranged with your care team if necessary.

PROTECTING YOUR PRIVACY

We are committed to protecting your personal health information. We maintain confidentiality and privacy of your information in compliance with:

- The Municipal Freedom of Information and Protection of Privacy Act, 1990
- The Personal Health Information and Protection of Privacy Act, 2004
- York Region's own posted policies

The intent of these laws and policies is to ensure that only necessary information is provided to authorized representatives. If you have questions about how your personal information is collected, used or disclosed, please speak with your Charge Nurse or Social Worker.



PROTECTION FOR PERSONS IN OUR CARE

All staff members are obligated to protect and maintain a reasonable level of safety. The Home is required to report allegations of abuse against a resident to the Ministry of Long-Term Care. Any individual with a reasonable belief that someone is being abused must also make a report. Information about how to do this is posted in the front lobby.

YOUR IDENTIFICATION

When you first move in, we ask to take your photo for identification. Photographs will be updated annually or earlier if necessary. Provincial regulations require staff to confirm your identity before delivering any service or starting any procedure (e.g., providing medication) by using at least two “identifiers.” Staff members may also ask you to state your name and date of birth to confirm your identity.

Your rights and responsibilities

Residents' Bill of Rights

The Ontario Residents' Bill of Rights is embedded in the provincial legislation, Fixing Long-Term Care Act (FLTCA), 2021, and accompanying regulations (O. Reg. 246/22).

The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.



Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

RIGHT TO BE TREATED WITH RESPECT

- 1** Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
- 2** Every resident has the right to have their lifestyle and choices respected.
- 3** Every resident has the right to have their participation in decision-making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

- 4** Every resident has the right to freedom from abuse.
- 5** Every resident has the right to freedom.

RIGHT TO AN OPTIMAL QUALITY OF LIFE

- 6** Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
- 7** Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
- 8** Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
- 9** Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
- 10** Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
- 11** Every resident has the right to live in a safe and clean environment.
- 12** Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
- 13** Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
- 14** Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
- 15** Every resident has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

- 16** Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
- 17** Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
- 18** Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
- 19** Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
- iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
- 20** Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional well-being and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
- 21** Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
- 22** Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

- 23** Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
- 24** Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
- 25** Every resident has the right to be provided with care and services based on a palliative care philosophy.
- 26** Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

- 27** Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

- 28** Every resident has the right to participate in the Residents' Council.
- 29** Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
- i. the Residents' Council.
 - ii. the Family Council.
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.
 - iv. staff members.
 - v. government officials.
 - vi. any other person inside or outside the long-term care home.

Rights and Responsibilities in the Home

While you live here, you and your family have the right to expect certain things from us. You, your family or substitute decision-maker also have responsibilities. It is important for you to understand your rights and responsibilities listed below.

You have the right to:	We ask that you:
A comfortable, clean and safe environment	<ul style="list-style-type: none"> • Participate in keeping your surroundings safe and clean
Be treated with respect and in a courteous manner	<ul style="list-style-type: none"> • Treat others (residents, staff, visitors and volunteers) with respect and in a courteous manner
Receive safe, quality care	<ul style="list-style-type: none"> • Actively participate in your care and advise caregivers if you have concerns • Consider all information carefully in order to make an informed choice • Pay bills when they are due
Be free from restraints and verbal threats as well as physical, psychological, sexual or any other kind of abuse	<ul style="list-style-type: none"> • Report any abuse • Do not participate in any actions that could be considered abuse to other residents, staff, visitors or volunteers
Participate in activities that support your religious and cultural beliefs	<ul style="list-style-type: none"> • Inform staff of your practice preferences and beliefs so we can support you • Respect the religious and cultural beliefs of others
Leave and enter the Home as appropriate	<ul style="list-style-type: none"> • Tell staff when you are leaving and returning, sign out and sign in and take medication with you as necessary
Discuss concerns with staff or make a complaint to the Ministry of Long-Term Care	<ul style="list-style-type: none"> • Keep in mind we will respond to all complaints
Access your personal health information	<ul style="list-style-type: none"> • Inform staff of inaccuracies in your personal health information



Life with Us

YOUR ROOM

We have single and double rooms available. The size of your room depends on what is available when you move in and your individual care needs.

To make your room comfortable and homelike, you may want to bring some personal belongings with you. These could be a favourite quilt, pictures, mementos or furnishings of your own. We will do our best to accommodate the personal items you wish to have in your room as long as there is enough space for you and others to move around safely.

Please have a discussion with staff before you move in any personal belongings, furnishings, electronics or electrical items. All items need to be approved by the Home before they are brought into a room.

Your room is cleaned daily, including dusting and mopping. A thorough cleaning happens once a month.

If your care needs change, you may need to move to another room or Home area. If this happens, we will do our best to minimize the disruption.

YOUR CLOTHING

We recommend you bring enough clothes to last seven days, including clothes to wear outside. Your clothes should be comfortable and easy to put on and take off. In accordance with infection prevention and control practices, and to minimize loss, each article of clothing must be machine washable and safe to dry in a high heat dryer.

Please notify the nursing staff if your family or friends take your personal laundry home to wash.

PERSONAL BELONGINGS AND VALUABLES

You are responsible for the care and security of all your personal belongings. Please do not bring any valuables into the Home. The Home is not responsible in any way for the theft, loss, damage, or replacement of personal items.

All personal items will be clearly labelled with your name by our staff.

PERSONAL HYGIENE ITEMS

Basic personal hygiene items are available to you at no cost. If you do not wish to use these items provided, you have the option of using your own preferred products. The list of personal hygiene items available includes:

- Body lotion
- Deodorant
- Toothbrush and toothpaste
- Mouthwash
- Denture tabs
- Perineal wash, shampoo and conditioner
- Nail clippers
- Hairbrush
- Combs
- Shaving cream
- Shavers

NATURAL HEALTH PRODUCTS

For your own safety, please do not bring any natural health products with you. If you wish to use natural health products, please speak with the Charge Nurse so we can obtain them for you. Any requests for natural health products will need approval by the attending physician and pharmacist.





SCENT AWARENESS

We strive to be a scent-aware environment as some people are sensitive to certain scents and chemicals. Please inform staff if you have a scent sensitivity or allergy. As a courtesy to other residents and staff, please refrain from wearing perfumed products such as lotion, aftershave or any product that has a strong scent in the Home. Visitors are also asked to follow these guidelines and to avoid wearing clothing that smells strongly of tobacco.

ITEMS NOT PERMITTED IN THE HOME

For the safety of everyone living in the Home, the following items are not permitted in the Home:

Weapons: Guns, rifles or any other type of firearm, knives, pen knives or any other sharp device that could be used as a weapon

Unauthorized substances: Legal or illegal drugs (The Home will ensure you receive the medications you need)

Items with strong scents: Scented items such as air fresheners, in consideration for people with scent sensitivities or allergies

Note: For the safety of people living in a secured Home area, extra precautions are required. If a resident is moving into a secured Home area, please do not bring plants, glass items, breakable items including plastics, or small items that could be a choking hazard.

TELEVISION, TELEPHONE AND INTERNET SERVICE

The lounges of each Home area have televisions. If you would like to have a television in your room, we will support setting it up when you bring it to the Home. Programming of smart TVs is the responsibility of the resident, SDM or family.

For short-stay residents, the Home will provide you with a TV in the room. However, there are charges for access to cable TV. Basic cable TV services are available in your room for a monthly fee. We will bill you directly. Please contact the maintenance staff through the Home Administrator if you are interested in having any electrical appliances or to arrange for cable service in your room.

Public telephones are available, and all residents' rooms are wired for private telephone service. When you move in, you will be asked if you would like a telephone in your room. You will be given instructions on how to arrange this.

You will be responsible for paying any telephone and cable hook-up charges if you move rooms.

You may also have a small computer or laptop in your room. You are responsible for arranging internet service and payment of fees. If you choose to purchase internet services for your room, the Home is not responsible for supervising internet use, websites visited, or online purchases made.

MEALS

All meals are served in the dining room and you have a choice of entrees at each meal. Daily menus are posted on the touch screens in each Home area and alternate choices are available if you have special dietary needs (e.g., diabetes, vegetarian, lactose-free, or low salt). The Registered Dietitian is available to discuss any special needs or concerns you may have. Refreshments and snacks are offered three times per day and are available 24/7 upon request or in the refreshment area.

Occasionally, we host special meal events. Please watch the bulletin board for announcements of when these will take place.

Family is welcome to join you for meals in private areas of the Home. We can provide you with information on the procedures and costs for visitors' meals in private areas of the Home.

Food brought in by your loved ones should be handled safely. Visitors should speak with the Charge Nurse if food needs to be labelled (resident name, date and time the product was prepared) and stored safely. The food should only be consumed by yourself and the visitor and not be shared with others. Do not store food in your room as it may impact safety or bring in insects.

RECREATION AND LEISURE ACTIVITIES

Our recreation staff organize activities to meet the five key domains of well-being – emotional, spiritual, intellectual, social and physical. Activity schedules are available and posted in each Home area. We encourage you to participate in these activities as a way to join the community here. We also encourage family and friends to volunteer for organized activities or simply take part in the fun. There may be a fee for some activities, outings or specific programs.

You can also arrange outings to stay involved with your former community. If you would like to hold a birthday party or social gathering, please speak to a nursing staff member. You will be directed to the appropriate service supports.

GIFT SHOP/HAIR SALON

Our Home has a travelling gift shop and small café where you can buy drinks, snacks and other small items. Revenue from the shop goes to the Home Donations Account.

We also have a hair salon which charges fees and requires appointments.

PETS AND ANIMALS

Pets and animals attending the Home must be in good health and have up to date vaccinations.

Before attending the Home with a pet or service animal, residents or visitors must complete a Visiting Pet Agreement Form and follow the Pets and Animals in the Home Policy and Procedures. For more information about pet visits, please speak with a staff member.

STAFF APPRECIATION

Our staff and volunteers appreciate your feedback; however, they cannot accept personal gifts or money from you, your family or any organization. If you wish to show your appreciation, please consider a monetary donation to the Home Donations Account.

Personal Appointments or Absences from the Home

APPOINTMENTS

We will arrange appointments or test procedures requested by your physician or member of your care team. For your convenience, some physician appointments may be carried out by video conferencing through the Ontario Telemedicine Network.

If you wish to have additional services, leisurely activities or non-essential appointments, please continue to arrange them yourself or have a family member, essential caregiver or friend do so. You are responsible for arranging your own transportation to an appointment or activity. You may be asked to sign a legal release form to bring your own service provider on site (e.g., dentist, massage therapist, etc.). Please let nursing staff know about any arrangements you make. For example, if you have arranged for massage therapy, please notify staff prior to the treatment and tell them when the treatment is finished.

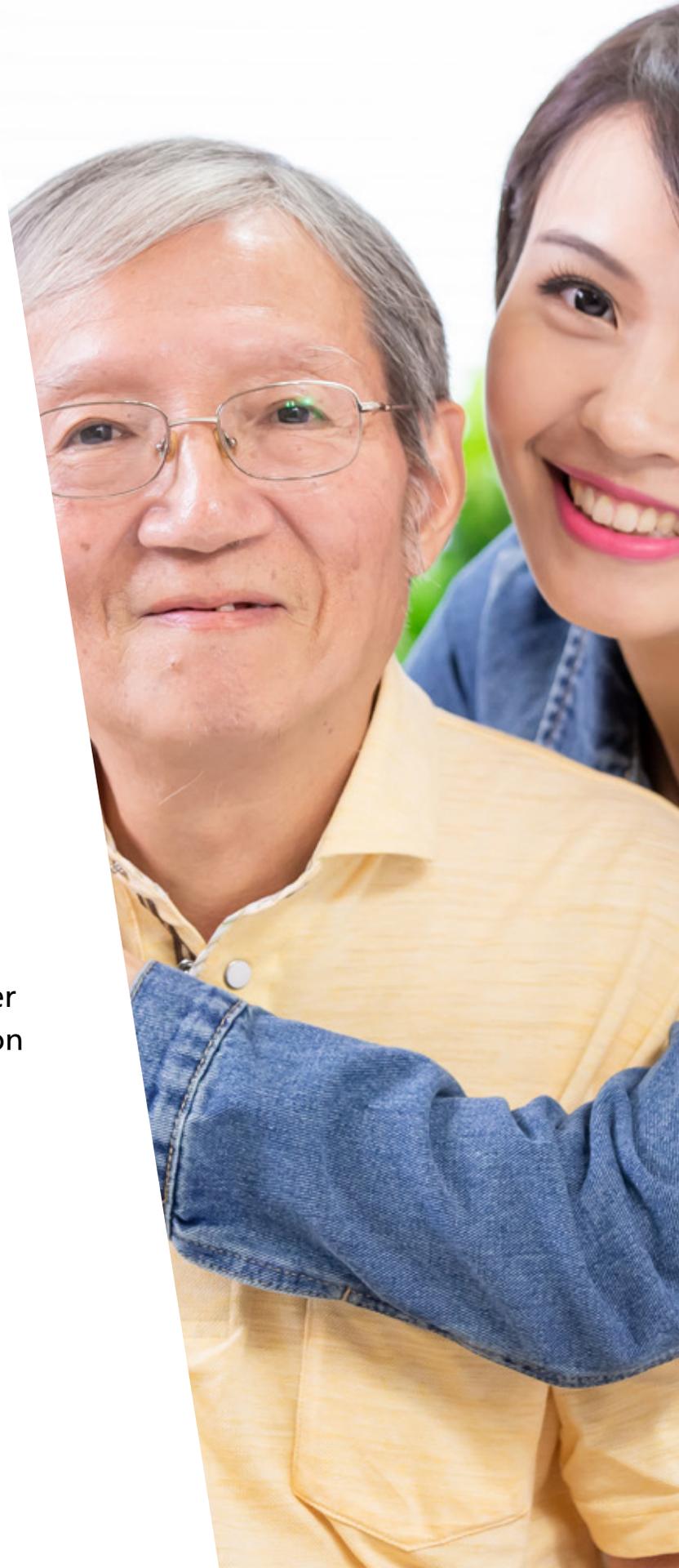
If you need assistance to attend your appointment, please ask a family member, essential caregiver or friend to accompany you. For a fee, we can arrange a staff member to accompany you.

ABSENCES

There may be times when you wish to visit and/or stay with family or friends. Time away from the Home is restricted to 48 hours for a casual absence and up to 21 days per year for a vacation absence. Please keep in mind that a casual absence cannot be used for a medical leave. Because we need to hold your room, you will be charged your normal accommodation rate for the duration of your leave.

MEDICAL LEAVE

There may be a time when you need to transfer to a hospital or another care facility. In this situation, we will hold your bed for a maximum of either 30 or 60 days, depending on the reason for your transfer.





Your Safety and Security

COMMITMENT TO RESIDENT SAFETY

We recognize safety as the foundation of quality care and services for our residents. Our staff participate in continuous learning and quality improvement activities to create a safe environment and provide an excellent standard of care.

We believe that safety is essential in every job and at every level of our organization. We work to create an environment where safety hazards and incidents are quickly identified, reported and addressed.

We educate residents and their families about safety issues and responsibilities. At the same time, we recognize the balance between independence, personal choice and potential risk. We encourage residents and their families to help staff identify and report safety issues.

CREATING A SAFE, INCLUSIVE AND RESPECTFUL ENVIRONMENT

We are committed to:

- Fostering a healthy, safe, inclusive and caring environment for residents, staff, volunteers and visitors
- Creating an atmosphere of trust, respect, dignity and inclusivity
- Preventing and protecting against disrespectful behaviour, abuse, violence, discrimination and harassment
- Making sure everyone follows the laws and relevant policies

DISRESPECTFUL BEHAVIOUR

Disrespectful behaviour includes, but is not limited to:

- Written or verbal comments and behaviours that are rude, degrading or offensive
- Jokes that are demeaning, embarrassing or insulting
- Bullying or shouting
- Attempts to discredit an individual by spreading false information about them

We expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. Behaviour that goes against these expectations will not be tolerated.

BUILDING SAFETY

Our staff members conduct regular safety checks to identify potential risks in the Home. If you notice anything that may be unsafe, please speak to a staff member who will take steps to address the matter. We are committed to providing you with a safe, respectful environment and will follow up on concerns and recommendations promptly.

If you need help while you are in common areas or Home areas, there is a call bell system similar to the one in your room. If you activate the call bell, it will immediately send an alert to staff.

SECURE ACCESS

All entryways, exits, stairwells and emergency exits are secured and access is limited to authorized users. Residents, their families and friends, authorized York Region employees, emergency personnel and authorized contractors must enter a code that corresponds to the changing of the month or use their York Region access card. The code is available at Reception from Monday to Friday, 8:30 a.m. to 4:30 p.m. Outside of these hours, visitors must use the phone at the front entrance to call the Home area extension where the resident lives to gain access.

VULNERABLE PERSON REGISTRY

Upon admission to the Home, persons who are at risk of wandering are offered the opportunity to be listed on the York Regional Police Vulnerable Person Registry. The police will be provided with the person's name, photo and other identifying information to be entered into their database. The registry helps police carry out a coordinated response when locating a missing person who has left a residence without notice, is inappropriately dressed for the weather or is unable to find their way home. Fast access to information about the missing person speeds up the process of finding them.

VIDEO SURVEILLANCE

Public areas such as hallways are recorded using a digital video monitoring system. All footage is securely stored on-site for up to 60 days. Only authorized personnel have access to this video footage. All privacy requirements are followed according to related legislation, in particular:

- Fixing Long-Term Care Homes Act, 2021
- Municipal Freedom of Information and Protection of Privacy Act, 1990
- Personal Health Information Protection Act, 2004

A video surveillance device may be installed in a resident's room upon request. Residents or substitute decision makers must sign a legal agreement prior to installing the device. The device is not permitted to record sound and must be covered during personal/intimate care. The device cannot use the Home's internet and a sign must be posted on the resident's door notifying staff and visitors that a video surveillance camera is installed. If the resident has a roommate, the roommate

or substitute decision-maker must also sign a consent to the video surveillance before it can be installed and the video surveillance must not intrude on the roommate's privacy. Please speak to the Home Administrator for more details.

A SMOKE-FREE ENVIRONMENT

For everyone's safety and well-being, York Region smoking regulations are enforced at all times. The current bylaw states that smoking is not allowed within the building or within nine metres (30 feet) of any entrance. Smoking is only permitted in designated smoking areas.

IN CASE OF FIRE

This Home is well equipped with smoke, heat and carbon monoxide detectors; fire doors and defined zones; and a sprinkler system in the Home areas. Our staff members are trained in fire prevention and emergency procedures.

If you discover a fire, pull the nearest fire alarm pull station and alert staff. If you are unable to pull the fire alarm, call for help and alert staff. Follow instructions from staff members or emergency personnel.





Your Health and Well-being

INFECTION PREVENTION AND CONTROL

Our goal is to prevent and control infections among residents and staff. Members of our Infection Prevention and Control Committee, including the Infection Prevention and Control Lead in the Home, are experts in infection control. They support staff, volunteers and families to provide safe resident care, and use best practice evidence to provide education, outbreak surveillance and management, consultation, resident immunization and policy development.

In the Home, we follow the practices listed below to reduce the spread of germs and protect the health of all residents, staff, volunteers and visitors:

HAND SANITIZING

The best infection prevention strategy is to use an alcohol hand sanitizer. We recommend this for you, your family, your visitors and all staff. Throughout the Home, you will find hand sanitizer stations. Please use the sanitizer or wash your hands with soap and warm water. It is important to clean your hands before and after meals, when you go to the washroom, and when you enter or leave the Home. Please ask anyone entering your room to clean their hands too.

RESPIRATORY ETIQUETTE

Cover your mouth and nose when you cough or sneeze. If you have a tissue, make sure you put the tissue in the garbage after you use it, and then use hand sanitizer or wash your hands. If you do not have a tissue, please sneeze into your sleeve and use hand sanitizer or wash your hands after.

MASKING

To protect the health and safety of the residents and anyone in the Home, masks are required when there is a government mandate or at other times as determined by York Region Public Health or by the Home. Masks will be provided at the entrance of the Home.

Masking exemptions include:

- Children who are younger than 2 years of age
- Any individual (staff, visitor or resident) who is being accommodated in accordance with Accessibility for Ontarians with Disabilities Act, 2005 or the Ontario Human Rights Code. Please speak to the Home's Administrator should you have an accommodation

RESPONSIBLE VISITING

Please tell your visitors not to visit if they are feeling ill. Visitors should stay home if they have any new symptoms such as vomiting, diarrhea, fever, cough, sore throat or generalized aches and pains.

Immunization:

The Home provides several immunizations for residents. When you move in, individuals who have not yet been vaccinated against pneumonia, RSV, COVID-19 or other publicly funded vaccines will be offered these important immunizations. Each year we offer influenza vaccinations to all our residents. We strongly promote this protection against the flu.

TUBERCULOSIS SCREENING

You will be screened for tuberculosis as part of the admission process to the Home.

OUTBREAK PROTOCOLS

In the event of an infectious disease outbreak, such as COVID-19, our Home will take all necessary precautions to prevent further spread of the disease. If the Home is declared in an outbreak, all stakeholders such as family members, will be notified immediately, and general visitors will be denied entry

into the Home. Essential caregivers will be allowed to visit residents during an outbreak. An essential caregiver is delegated by the resident and/or substitute decision maker to provide direct care to the resident to meet their essential needs. The designation must be made in writing to the Home. Essential caregivers must be 16 years of age or older and comply with applicable laws and directives, orders, guidance and advice under the Health Protection and Promotion Act.

Our long-term care Homes follow the Ministry of Long-Term Care's COVID-19 guidance for long-term care homes in Ontario.

FALLS PREVENTION AND MANAGEMENT PROGRAM

The goal of this program is to help you be as safe, independent and mobile as possible. Through this program we work to prevent falls and reduce the risk of injuries. To minimize your risk of falling, we provide handrails, adequate lighting, reduced glare flooring and clutter-free hallways. We support your safety while maintaining your dignity and comfort.

If you are at risk of falling, we will work together to find the right solution for

your safety. If necessary, we will use safe and appropriate interventions including observing residents, reviewing drug prescriptions, working with individuals to improve your strength and balance and using assistive devices and equipment.

SKIN AND WOUND PROGRAM

This program promotes and maintains health and wellness by providing routine skin care to prevent skin breakdown and infection. Assessing your skin regularly, helping you to reposition to relieve pressure and ensuring you are comfortable are some of the measures we use to protect the skin.

Anyone who is at risk of developing skin wounds will be assessed by a member of the nursing staff within 24 hours of moving into the Home, whenever they return to the Home from hospital, and after any absence of more than 24 hours. If wounds develop, treatments are provided, which may include physiotherapy and nutritional care.

CONTINENCE CARE AND MANAGEMENT PROGRAM

This program provides strategies to support your independence, comfort

and dignity by providing treatments and interventions to promote bladder and bowel control and prevent constipation. This may include the use of continence supplies and assistive devices.

The Home supplies continence briefs and products to residents. If you wish to use continence products other than those provided by the Home, you have the option of using your products of your choice (at an extra charge).

PAIN MANAGEMENT PROGRAM

The goal of this program is to provide you with optimal comfort, dignity and quality of life. Staff from several disciplines work together to provide person-centred care for reducing pain.

For residents who are unable to communicate their pain or are cognitively impaired, we use alternative methods to communicate with them to assess their pain. In addition to pain medication, we use strategies such as supportive equipment and comfort care measures to reduce pain. We monitor the person's responses to pain management strategies being used to assess their effectiveness and to make changes when needed.



PALLIATIVE CARE

Palliative care is person-centred care that provides pain and symptom management and addresses a person's physical, emotional, psychological, social, cultural and spiritual needs. It also involves end of life care when that time comes.

At our Homes, residents are provided with care or services that integrate a palliative care philosophy. This integrated approach to palliative care begins when you move into your new Home. This means residents will undergo an assessment of their palliative care needs when they move in and on an ongoing basis. Based on these assessments, residents, substitute decision-makers, or any person designated by the resident, will receive an explanation of the resident's palliative care options. Options aim to support quality of life improvement, symptom management, psychosocial support and end-of-life care when the time comes.

A palliative resource team is also available within the Home. This team helps deliver a compassionate palliative program and provide information and support to residents and families.

Residents can also develop an advanced care plan, offering the opportunity to consider end of life issues ahead of time. There are educational and community resources available to you as well from the Home's Social Worker. Advanced care plans and palliative assessments help guide a resident's goals of care (including end-of-life).

Staff provide compassionate care to maintain the best quality of life possible for the person and their family. Staff use a team approach to reduce pain, relieve suffering, support the person's psychosocial and spiritual needs and support a dignified death.

RESTORATIVE CARE

The restorative care program promotes and maximizes the residents' independence by providing therapy services that maintain and improve functional capabilities in all aspects of daily living. A multi-disciplinary team will identify and support the resident's restorative care plan to deliver resident-centred therapies to achieve optimal independence.

ADVANCED CARE PLANNING

We encourage you and your family to discuss your preferences for personal care, medical treatment, health care services and financial matters. If you have not already done so, we encourage you to complete an Advanced Care Plan as well as a power of attorney for both personal care and property through the Home Administrator. A copy of your completed forms will be placed with your health care record.

These documents indicate your preferences for medical treatment and health care in the event you are unable to make such decisions for yourself. They also name a legally responsible person to act as an agent to make decisions on your behalf if you are no longer able to do so.

In a medical emergency, these documents guide the care team to provide care that is both medically appropriate and meets your personal values and wishes. Your physician can help you decide the level of care that best reflects your needs and goals. For example, if your goals state that resuscitation is required in a medical emergency, trained staff will respond appropriately. Paramedics will also be notified to provide advanced life support, if necessary.

Staff will provide you with information on options related to your personal affairs. However, they will not be involved in your financial (e.g., power of attorney, trusteeship, wills and estates) or non-financial (e.g., personal directive and guardianship) affairs. Your Social Worker can give you more information. Please discuss this with your loved ones and feel free to ask questions or raise any concerns with your care team.



Your Professional Care Team

Here at your Home, we are proud to recognize and celebrate all dimensions of diversity. We are committed to supporting York Region's Inclusion Charter and maintaining an inclusive community for all who live and work here. Your professional care team includes the staff positions described below. Please speak to the charge nurse if you wish to contact any of these team members.

ADMINISTRATOR

Our Administrator oversees administrative responsibilities to make sure you and all other residents receive quality care.

ASSOCIATE ADMINISTRATOR

The Associate Administrator oversees the operations of our Home.

DIRECTOR OF CARE

The Director of Care works to ensure that we follow the best nursing and long-term care practices, along with applicable laws and our own policies. The Director of Care is happy to answer any questions or address any concerns you may have.



NURSING STAFF

Our nursing staff work together to encourage and support you to independently manage your personal care as much as possible. The Home area Charge Nurse will coordinate your care.

Members of the registered nursing staff are either Registered Nurses or Registered Practical Nurses. These nurses assess, plan, provide and evaluate the nursing care you receive.

Personal Support Workers help you with your daily activities, such as dressing, getting in and out of bed (or your chair), bathing, grooming and meals.

Our staff reflect the growing diversity of York Region's residents. This diversity enriches the level of care we provide.

MEDICAL SERVICES STAFF

Our team of physicians provide medical care to all residents. However, if you prefer to continue seeing your personal family physician or nurse practitioner, this can be arranged with the Home. Please let the Social Worker know if you have an agreement with your personal physician or nurse practitioner to provide your medical care.

Our Medical Director provides medical administrative leadership and advisory support for the Home. In addition, our Medical Director works with all our physicians to deliver quality medical services.

Your health needs will determine how often you see a physician. Our physicians also have an on-call schedule to ensure a physician is available at any time, as required.

If you have concerns about your medical care, please speak with a member of the care team.

PHARMACIST SERVICES

We have a contract with a pharmacy service that provides our residents with physician-ordered medications. The Charge Nurse keeps track of your medications and dosage through an electronic system. If there are any changes to your medication, we will let you know. Please talk with your Home area nursing staff if you have any questions about your medication.

THERAPY SERVICES STAFF

Therapy services are based on your needs. Our care team works with you to identify your therapy needs and match these needs with the services we provide, in all areas of your care. We also have information about programs and services available in the community.

Occupational Therapists and Therapy Assistants help you to be able to do as much as possible for yourself. After your assessment, the Occupational Therapist may recommend assistive devices or supplies and a treatment plan. Please be aware that you may be responsible for covering the cost for the

recommended items. The Occupational Therapist may also show you ways to be more comfortable when you sleep, sit up or position yourself in general. The Occupational Therapist may teach you strategies to be more independent in dressing, grooming, moving around, eating or communicating with others.

Physical Therapists and Therapy Assistants help you maintain or regain strength and improve balance, coordination and mobility. Following your assessment, the Physical Therapist may recommend an individualized program or an appropriate group program.

RECREATION PROGRAM STAFF

Recreation staff will provide recreation activities and special events to meet your emotional, spiritual, intellectual, social and physical needs. Recreation staff members plan small group activities based on residents' interests and abilities and encourage you to participate. Following your individual assessment, these specialists may also meet with you to discuss your specific needs, interests and abilities.

SOCIAL WORKER

Our Social Worker provides supportive counselling to you and your family during admission and throughout your stay. The Social Worker can be consulted on an ongoing basis and will provide any information or referrals you may need.

ADMISSIONS COORDINATOR

The Admissions Coordinator helps you to complete your Admission Agreement and all related paperwork and gives you and your family a tour of your Home as part of your move in process. The Admissions Coordinator is also available to respond to questions and requests for information from residents and their families and provides appropriate referrals to financial, government and community resources.

DIETITIAN

Our Registered Dietitian makes sure your meals and snacks meet your nutritional and hydration needs, likes and dislikes, and tries as much as possible to meet your cultural customs and religious practices. The Dietitian also reviews all menus to make sure your meals are varied, nutritious and in accordance with the Canada Food Guide to Healthy Eating.





Your Support Services Team

Staff members from the following support services work as a team to provide you with a comfortable living environment. Please speak to the charge nurse if you wish to contact any of these team members.

ENVIRONMENTAL SERVICES

Environmental services staff work to provide a clean, safe and comfortable environment using infection prevention and control practices. They also respect your personal space and privacy.

FOOD SERVICES

Food services staff work to make sure mealtime is pleasurable and enjoyable. Food services personnel are also responsible for safe food handling and storage. They make sure all food preparation is done according to the Ontario Public Health Standards Food Safety Protocol.

LAUNDRY/LINEN SERVICE

To ensure all linens are fresh, clean and in good condition, your bedding, towels and common linens are sent to a laundry service outside the Home. Personal clothing items are washed in the laundry room in your Home area. In accordance with infection control practices and to minimize loss, each article of clothing must be machine washable and safe to dry in a high heat dryer.

MAINTENANCE SERVICES

Maintenance staff keep our buildings, walkways and equipment safe and in good condition. To make sure all equipment meets safety codes, any electrical items you bring from home should be tested by maintenance staff before use.

ADMINISTRATIVE SUPPORT

Clerks, administrative assistants and receptionists help our Home run smoothly. They provide general information and clerical support for the Home as a whole and in each Home area.



Other Service Providers

VOLUNTEER SERVICES

Volunteers are vital to our community. They help us with recreation activities and special events, spiritual programs and many other activities in the Home. They also provide companionship and help with community outings.

We welcome residents, families and friends who wish to volunteer to visit york.ca/LTCVolunteer for more information including how to apply. We provide orientation, training and support for all volunteers.

STUDENT PLACEMENTS

Students from various universities, colleges and high schools may also be part of your care team, as part of their educational experience. Students are fully supervised and, if part of your care team, will be introduced to you.

SPIRITUAL SERVICES

If you have been actively involved in a faith or spiritual community, we encourage you to continue your activities and/or visits from clergy. The spiritual care we provide supports all faiths and beliefs. We offer personal visits and spiritual services.

OPTOMETRIST

Optometry services are offered for a fee and are done on an annual or semi-annual basis.

Note: All services must have a completed consent form.



FOOT CARE SERVICES

On-site podiatry services are available for a fee. Please speak to a member of your care team if you would like to see a foot care specialist.

DENTAL SERVICES

You may choose to continue seeing your own dentist or we can arrange dental care for you. Dental services treatment options are offered for a fee. You may also be eligible for the [Canadian Dental Care Plan \(CDCP\)](#). See additional information in this welcome package.

Note: All services must have a completed consent form and a signed Schedule A form (in your goods and services agreement) to receive services.

PRIVATE CAREGIVERS AND PAID COMPANIONS

Some residents or their families may wish to hire a private caregiver to attend to some of the resident's needs for a specific number of hours per day or week.

Private caregivers are not employees of York Region. As the Hirer, you will determine their responsibilities, set their schedules and pay them. Private caregivers must meet the requirements set out in the Private Caregivers (Paid) Policy and Procedures. It is mandatory for private caregivers to attend an orientation session provided by York Region that costs \$50.

If you are interested in hiring a private caregiver or companion, please ask the Director of Care for a copy of the Private Caregivers (Paid) Policy and package of forms to be completed.



Staying Up to Date

It is everyone's responsibility – staff and family members – to maintain open communication and stay informed. It is important that families, substitute decision-makers and people with Power of Attorney inform us of new phone numbers in case of emergencies. We offer several ways to keep everyone informed as described below.

RESIDENTS' COUNCIL AND FAMILY COUNCIL

These councils meet regularly and offer you and your family members the opportunity to discuss issues, offer advice and make suggestions about life here. Meeting times are posted at the Resident Board by the elevators. Minutes of each council meeting are also posted.

NEWSLETTER

We send out a quarterly newsletter to keep you and your family members informed about news and activities. Any updates to the welcome package will be communicated in the newsletter. You may request printed copies of updated information from reception.

Information for Families and Caregivers

Families and essential caregivers play an important role in the health, well-being and care of our residents. We know that families also experience a period of transition when a loved one moves into our Home. This section contains information and helpful tips to assist families and caregivers.

VISITING

We encourage family and friends to visit as often as possible. To encourage visitors, our visiting hours are flexible and children are always welcome. For information about bringing pets to visit, please see page (21.) If you wish to share a meal with your loved one, meals and snacks are available for purchase. Please check with staff in your loved one's Home area for the best times to visit.

When you are visiting the Home please sign in, wear a family or visitor sticker and use hand sanitizer. Upon leaving, please sign out.

As a courtesy to residents and staff with scent sensitivities or allergies, we ask visitors to refrain from the use of scented products while in the Home.

It may be unsafe for some residents to leave the Home unaccompanied. These individuals live in Home areas that have an added level of security that requires a code to enter and leave the Home area. As you enter or exit these areas, please be alert to residents who may try to follow you. Make sure any resident who follows you is accompanied by staff or a family member.



You may wish to have visits outside the Home. Please inform the Home area staff about these outside visits as far in advance as possible so any necessary medication can be packaged up and ready to go. Residents or family members and friends (on behalf of residents) must sign out (when leaving) and sign in (when returning). This sign out/sign in procedure is part of our safety policy. If you have any questions about the sign out/sign in practice, please ask Home area staff.

TIPS FOR MAKING THE MOST OF YOUR VISIT

It is normal to feel a little uncomfortable about visiting your loved one in a new situation. However, regular contact reassures your loved one they are still important in your life. Here are some tips for making the most of your visits:

- Plan visits in advance
- Get involved. Participate in activities or consider volunteering here. For more information visit york.ca/LTCVolunteer
- Make a visit schedule for family members and other visitors. Your loved one can look forward to visits with a variety of people, including children and pets
- Share activities your loved one enjoys. This could include going for walks, doing needlework, painting or gardening. If shared activities need to happen sitting down, try playing cards, reading aloud or playing a game
- Celebrate special occasions such as birthdays and anniversaries
- Offer your loved one a change of scenery. Outings can be as simple as visiting our gift shop, garden area or going for a car ride



COPING WITH DEMENTIA

Symptoms of dementia include loss of memory, judgment, reasoning and social skills. People with dementia may also experience changes in mood and behaviour. Dementia is usually caused by damage in the brain from diseases such as Alzheimer's or vascular disease (strokes).

Some families have difficulty coping with a loved one affected by dementia. Please be assured that our staff have received specialized training and are experienced with dementia care. If you or someone in your family would like more information on dementia, support groups and resources (here or in the community), please speak with a member of your care team or the Social Worker.

SUPPORT OUR HEALTH CENTRES

When you make a donation to the Maple or Newmarket Health Centre, you are helping to enrich the lives of our residents. Donations are used in a variety of ways for the residents' enjoyment and comfort, and residents appreciate the many ways in which donations help make their Home a better place to live.

If you wish to make an online donation to Maple or Newmarket Health Centre, please visit york.ca/SeniorsDonations

If you wish to make a donation in-person, please speak with the Home's Administrator or call 1-866-967-5582.

A tax receipt will be issued for each donation over \$10.00. We will accept donations in kind. However, you will not be issued a receipt.

EMERGENCY CODES IN LONG-TERM CARE HOMES

If you hear an Emergency Code, stay calm and follow staff instructions.

PHONE EXTENSIONS (DO NOT USE DURING CODE BLACK)

- Associate Administrator Newmarket 73404
- Associate Administrator Maple 78346
- Charge Nurse Newmarket 73437
- Charge Nurse Maple 78081

EMERGENCY CODE	WHAT IT MEANS	HOW TO RESPOND
CODE RED Fire	Fire or smoke detected in building	<ul style="list-style-type: none"> • Listen for instructions and location of the incident • If you come across a fire, pull fire alarm • When alarm sounds (Stage 1), remain in place if not in the affected area. If alarm moves to Stage 2 (faster ring) evacuate using designated safe routes • Do not use elevators
CODE BLUE Medical Emergency	Cardiac arrest or other medical emergency	<ul style="list-style-type: none"> • Remain in place - no response required • Follow announcement instructions if further action is required
CODE GREEN Evacuation	Partial or full evacuation of the home/area	<ul style="list-style-type: none"> • Listen for instructions regarding the affected area • Follow evacuation instructions or exit via nearest safe route
CODE ORANGE External Disaster	An external event (natural disaster/ community disaster)	<ul style="list-style-type: none"> • Remain in place if safe to do so • Wait for further instructions (i.e., shelter/stay in place)
CODE YELLOW Missing Resident	Resident is missing; area search initiated	<ul style="list-style-type: none"> • No action required • Remain in place
CODE WHITE Aggressive Person	Aggressive or violent behavior posing a threat	<ul style="list-style-type: none"> • Listen for location details • Remain in place if safe to do so • No response required • Keep a safe distance if in area – Do not intervene
CODE BLACK Bomb Threat	Bomb threat received, or suspicious item found	<ul style="list-style-type: none"> • Stay calm and remain in place • Do not touch or move suspicious items • Verbally inform LTC staff member or Charge Nurse if suspicious item is found • Listen for further instructions • Evacuate only if directed by authorities
CODE BROWN Chemical Spill	A chemical or hazardous material spill	<ul style="list-style-type: none"> • Remain in place • Wait for further instructions • If the spill is in your immediate area, leave area immediately
CODE GREY Loss of Essential Services	A loss of essential services (power, water, gas leak, flood)	<ul style="list-style-type: none"> • Remain in place if safe to do so • In the event an evacuation is required listen to announcements for instructions • If your immediate area is affected, leave immediately
CODE SILVER Active Attacker	Individual with a weapon or active shooter present	RUN-HIDE-DEFEND <ul style="list-style-type: none"> • Run – If you can safely leave the area, evacuate immediately • Hide – If you cannot leave, find a secure place to shelter • Defend – If you are confronted, defend yourself

Contact Us

We hope this handbook answers your questions. However, as time goes on, you may have more. Please rely on staff members to answer your questions and help in any way we can. We are here to support and help you.

Newmarket Health Centre
194 Eagle Street,
Newmarket, ON L3Y 1J6
905-895-3628
Toll free: 1-866-967-5582
york.ca/LongTermCare

Maple Health Centre
10424 Keele Street,
Vaughan, ON L6A 2L1
905-303-0133
Toll free: 1-866-967-5582
york.ca/LongTermCare