



# RESIDENT HANDBOOK

A Comprehensive Guide for Residents and Family Members

As of June 30, 2023



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# WELCOME



Welcome to York Care Centre! Transitioning to a new environment can be challenging, but we are committed to making this process as smooth and comfortable as possible for you and your family. Feel at home and be part of our growing community!

We encourage all residents to participate in our daily activities and events, which are designed to promote socialization and engagement. Our dining room offers nutritious meals, and any special dietary needs or preferences may be discussed with the Dietician.

We support family gatherings like birthdays, anniversaries, and other special events. Aside from joining our internal activities, we encourage families to take their loved ones out for a drive, community event, local church, or home for an overnight visit. We advocate continued family involvement to enhance every resident's quality of life at York Care Centre.

You are not alone in this journey. We are excited to get to know you and look forward to building a solid and caring relationship with you and your family. We are honoured to have you as part of our community!

# MESSAGE FROM CEO

*"York Care Centre prides itself on having dedicated staff members committed to providing you with the highest quality of care, ensuring your comfort, safety, and well-being."*

**Geri Geldart**

President and CEO



Dear Resident and Family Members,

Welcome to York Care Centre! We know that every resident is unique and each have individual needs and preferences. That is why we are passionate about personalized care for every resident of York Care Centre. We are very proud to have a team of dedicated staff providing you with the highest quality of care and support and ensuring that your needs are met with compassion and respect.

York Care Centre offers many programs and services to help you stay active and engaged. There's always something interesting, from exercise classes to arts and crafts to social events and outings. We aim to provide a warm and welcoming environment that feels like home.

Once again, welcome to your new home, York Care Centre! I look forward to getting to know you and making this a positive and fulfilling chapter of your life.

# WHO WE ARE.

**For decades, the York Care story has been one of community dedication and support. Initially known as York Manor, it was established in 1968 following the abolishment of the York County Council, which had operated a municipal “home” for many years, providing a home to those in need of care.**

These local community leaders recognized the need for a more modern facility to care for seniors. They thus began the creation of York Manor, a 76-bed nursing home that eventually grew into the York Care Centre today. York Care Centre now includes a bed long-term care facility, an Adult Day Program for seniors, a 31-bed assisted living facility, 72 independent living apartments for seniors and C.I.R.A, the Centre for Innovation and Research in Aging.





# VISION, MISSION AND VALUES

York Care Centre is committed to our **vision** to be a Centre of Excellence for long-term care.

Our **mission** is to provide an enhanced quality of life by using an individualized approach for residents, families and clients.

Our **values** guide our behaviour and our decisions:

**C – Character First: Do the right thing.**

**A – Accountability: For the prudent use of our resources**

**R – Respect: For our Community of Care & for each other**

**E – Excellence: We strive for continuous improvement.**



# OUR HISTORY



Our rich history dates back to July 1965 when a Special Committee, led by Chairman H. Stanley Dixon, started investigating the possibility of improving, upgrading or adding facilities at the York Municipal Home. This home was also known as the "Poor House," which was managed and operated by the York County Council.

Less than a year after the committee's formation, York County Council was abolished, and York County Properties Inc. was created. This private, non-profit organization took ownership of the assets previously held by York County Council, including the Municipal House and Farm.

The directors of the newly established organization included H. Stanley Dixon, President; Leon E. Smith, Vice President; Colter C. Pugh, Treasurer; T. Allan Best, and Neil H. Allen. They began planning for a modern nursing home during their first annual meeting in January 1967. Nine months later, Director T. Allan Best and Hon. John McCallum, Minister of Youth and Welfare, laid the very first cornerstone for York Manor, a 76-bed nursing home, which later was named in honour of one of its first directors, Mr. T. Allan Best.

In September 1974, an additional building opened to bring the total number of beds to 167. This building was named in honour of the President of the first Board of Directors, H. Stanley Dixon.



## OUR HISTORY. Continued...

The York Municipal Home or the “Poor House” continued to provide housing to the previous residents until 1979 when a new building was added to the complex, adding 31 beds and connecting all buildings into one structure. The third building is named in honour of another Director, Mr. Neil H. Allen. The three structures were commonly called, Best, Allen, and Dixon.

York County Properties launched York Developments, Inc. in 1980 as part of the company expansion. This affiliate acquired and constructed buildings within the vicinity focused on affordable housing for seniors and persons with disabilities.

After decades of successful operations, major renovations were needed to upgrade the equipment within the facility and circumvent a ward-type layout. The redevelopment project in August 2005 was pivotal in improving infection control practices and enhancing resident privacy. Furthermore, a special unit for dementia residents was built within the Best building.

York Care Foundation was formed in 2006 to deliver fund-raising activities for residents, clients, families, and staff of York Care Centre. The Foundation successfully created opportunities for the community to assist in supporting excellence in long-term care and enhancing the quality of life for every resident. In 2007, York Developments, Inc. launched a new Supportive Housing Facility for low-income seniors, later named Hawkins House.

Cognizant of the need for aging research, the Centre for Innovation and Research in Aging (CIRA) was launched in 2018 to blaze a trail on research regarding elderly care, both locally and nationally.

# RESIDENT RIGHTS AND RESPONSIBILITIES

## Rights

Consistent with the Canadian Charter of Rights and Freedoms, residents have the right to:

- Freedom of conscience and religion
- Freedom of thought, belief, opinion and expression
- Freedom of peaceful assembly and freedom of association

Recognizing that York Care Centre is a unique community of Residents, Families, Staff, and Volunteers; every individual resident has the right to:

- A life with meaning and value
- Live in an environment that is safe and healthy
- Be treated with courtesy, dignity and respect at all times
- Retain their autonomy
- Be free from all forms of abuse, including verbal, physical and psychological abuse
- Receive assistance towards maximizing and maintaining their independence with recognition of the limitations that they may be experiencing
- Privacy
- Access to a physician
- Access to a Registered Nurse at all times
- Properly coordinated care from the members of the care team
- Full and accurate information regarding their overall health status and care
- Access to their medical file
- Refuse treatment and care

## RESIDENT RIGHTS AND RESPONSIBILITIES Continued...

- Access to York Care Centre's policies and procedures
- Full understanding of the costs of care and lodging
- Raise concerns about any aspect of their care
- Be free from all forms of reprisal, retribution or discrimination as a result of exercising any of their rights
- A death which is free from pain and discomfort

### Responsibilities

Every individual has the responsibility to:

- Be considerate of the needs and rights of other residents, staff, family and volunteers.
- Treat other residents with respect.
- Take charge of personal care by being actively involved in decisions.
- Maintain good and open communication with family and caregiver.
- Use the Nursing Home system responsibly.
- Treat caregivers with respect.
- Appoint family members or others as their agents when required.
- Ensure payment for services on a timely basis.



*Every resident, who has made decisions related to treatment choices, has the responsibility to communicate these to staff through an advanced directive or through another medium.*

# CONTACT INFORMATION

Kindly take note of the contact details of our team members who may help answer any questions about your requirements.

<b>Tamsen Arnold</b>	<b>Director of Aging Care</b>
<b>Ext. 2311</b>	Oversees the daily operations of the care services department & ensures the quality of care to residents. Also oversees admissions to assisted living and independent apartments.
<a href="mailto:TArnold@yorkcarecentre.ca">TArnold@yorkcarecentre.ca</a>	

<b>Dee Hunter</b>	<b>Accounts Receivable &amp; Resident Trust Administrator</b>
<b>Ext. 2504</b>	Handles the financial costs for accommodations, including the additional fees for hair care, transit, cable, phone, internet & incidental trust fees.
<a href="mailto:DHunter@yorkcarecentre.ca">DHunter@yorkcarecentre.ca</a>	

<b>Stephanie Seymour</b>	<b>Director, Community, Recreation and Volunteers</b>
<b>Ext. 3111</b>	Oversees our Activity Coordinators and Volunteers. She's the go-to person for therapeutic programs, spiritual care services and volunteer service concerns. She also manages assisted living and independent apartments.
<a href="mailto:SSeymour@yorkcarecentre.ca">SSeymour@yorkcarecentre.ca</a>	

# CONTACT INFORMATION

Questions regarding the care for your loved ones may be directed to their Unit Coordinators.

<b>Ext. 85351</b>	<b>Tower 1 &amp; 3</b>
<b>Ext. 85451</b>	<b>Tower 2 &amp; Birch</b>
<b>Ext. 85551</b>	<b>Dixon</b>

Follow us on social media and check out the latest news and updates about events, activities, and more!

**York Care Centre**  
  
**@yorkcarecentre**

**CIRA**  
  
**@agingresearchCA**

  
**@agingresearch**



# ADMISSIONS

## **Adjusting to Life in Long-Term Care**

Life in a long-term care facility is different from life in your home. 200 residents share space with you and require a varying degrees of care and services. We expect all our residents to respect each other's personal space and to maintain a harmonious and peaceful environment within our community. Many of our residents are challenged with some form of dementia and often experience personality changes as the disease progresses. Dementia presents differently in each person, and therefore, we ask everyone to be respectful when interacting with residents who have challenges due to this disease.

Under the overall direction of the Vice President, Care Services and Quality, our Unit Coordinators, and our Director of Aging Care, are primarily responsible for delivering quality care to our residents. In support of this model, Registered Nurses (RN), and/or Licensed Practical Nurses (LPN) are often assigned the primary responsibility for overseeing the day-to-day activities of the care team throughout the complex.







## ADMISSIONS

### Moving In

A warm reception awaits each resident on their admission day. Family representatives are welcome and encouraged to assist in completing our admission process. During this time, the nurse on the unit is available for private consultation and will meet with the resident and/or family to assess the resident and obtain the necessary information. Our preferred time of admission is 11:00AM but we are open to special arrangements.

Once settled, the members of our interdisciplinary team (Dietitian, Rehab Coordinator, Activity Coordinator, and Spiritual Care) will welcome our resident with a one on one sit-down conversation to learn more about their mobility and equipment needs, and support requirements. Team members will also discuss the available activities and spiritual gatherings residents may attend within the facility within 24 hours of moving in.

### Physicians

Five (5) physicians visit weekly, and there is always a physician on call 24 hours a day, seven (7) days a week. We will assign a physician to each resident upon admission. Families may arrange to meet with the physicians to discuss the resident's health concerns, requirements, and conditions.



## ADMISSIONS

### **Power of Attorney/Resident's Representative**

The purpose of a resident's Power of Attorney (POA)/representative is to provide York Care Centre with a contact person, who has authority to make decisions on behalf of the resident in the event that the resident is unable to make decisions for themselves. If the resident is unable to look after their own finances, the POA/Representative is expected to carry out the duty for the resident.

Our resident's POA/Representative may be anyone from the immediate family, next of kin, neighbor, or friend. We highly recommend that residents who are unable to make decisions on their own designate a legal POA. In the absence of a representative or POA for a resident, York Care Centre may contact the Public Trustee office to act on behalf of the resident.

Please keep York Care Centre updated with any changes in the contact information of representative including address and contact number. Always assign an interim alternate representative if the designated contact will not be available for a long period of time.

# ACCOMMODATION

York Care Centre is comprised of five (5) units catering to individuals with various needs. Our three (3) storey Tower has a total of a hundred and twenty (120) beds. We also have the Dixon Lodge with 71 beds, and a dedicated Dementia Unit called Birch Grove with twenty-five (25) beds.

## **Private and Semi-Private Rooms**

Our facility has one hundred and ninety-two (192) private rooms and eleven (11) semi-private rooms available to residents. Residents and family members may request to be transferred to a private room upon admission if initially admitted into a semi-private room.

Each private room has its washroom, while a semi-private room is shared by two (2) residents separated by a wall or bathroom, providing privacy.

We encourage residents to inform their Unit Coordinator if they are unsatisfied with their room or roommate; while having an awareness that moves can then be planned when able.



## ACCOMODATION ...continued

### Furniture

Each room has a hospital bed, nightstand, over-bed table, visitor chair, and a large armoire with drawers and a closet. We highly encourage families to personalize the resident's room after admission. This will help create a homey and cozy environment while maintaining the safety of the residents and staff. Feel free to bring in any of the following items:

- Favourite easy chair (something easily wipeable is preferred)
- Wall mountable flat-screen TV no larger than forty (40) inches (RCA TVs are not compatible with our current TV provider)
- Clock, Radio/CD Player
- Pictures (our staff will hang them for you)
- Quilt or Comforter (please have them labelled)

**\*\*There is a special consideration for those residents moving into Birch Grove. Please speak to the Admission Coordinator or the Unit Coordinator for details.**



## ACCOMODATION ...continued

### **Telephone, Cable & Internet**

We are happy to install and set up telephone, cable & internet connectivity for a one-time service fee. York Care Centre shall also bill the monthly recurring fee for each service on your account.

Our telephone service includes local and unlimited long-distance service throughout North America. Residents who want the telephone service would be required to provide the physical phone, and York Care Centre would hook up the service.

A cable television connection is available in each room, and we provide a wall mount if you wish to bring a television set. We only allow flat-screen TV with a maximum length of 40 inches. Kindly note that RCA-branded TVs are incompatible with Roger's system. York Care Centre provides a central cabling system to all television sets within our premises.

Wireless internet is also available to residents. We expect residents to maintain their devices like computers and tablets. Smart-home speakers like Google or Amazon do not work with our internet services. Our cafeteria, Dave's Café, offers free WIFI access for every diner.

An additional service cost is associated with transferring any of the above-mentioned services if the resident initiates or requests the transfer anywhere within the facility. However, no additional costs will be incurred should York Care initiate the relocation.

## ACCOMODATION ...continued

### **Electrical Units (Radios, Lights, etc.)**

Our maintenance personnel shall inspect all electrical items before placing them into service to ensure they meet the CSA or CUL criteria and are in good working condition. We schedule a yearly inspection of all approved electrical devices inside the facility.

### **Room Care**

Our Environmental Services Department oversees all the cleaning services within the facility. We are happy to assist you in installing picture frames, and other items that need wall installation. Kindly note that we prohibit using scotch tape, thumb tacks or nails to preserve the quality and design of each room. York Care also provides magnetic boards in each room for display purposes.



# CARE SERVICES

## Organization

The Vice President of Care Services & Quality oversees and leads the overall operation within the Care Services department. Together with the Director of Care and Unit Coordinators, they ensure the smooth flow of the day-to-day operations of the care team and the quality of care provided to the residents.

Each unit is supervised by a Unit Coordinator (RN) and a Registered nurse responsible for the quality of care for the residents and serves as the primary contact person for families regarding any questions or concerns.

The nursing care team consists of the following:

- Registered Nurses
- Licensed Practical Nurses
- Resident Attendants

Our Resident Attendants (RA) and Licensed Practical Nurses (LPN) provide day-to-day care under the direction of the Registered Nurse (RN). We ensure that the care extended to every resident conforms to nationally recognized gerontological nursing standards by keeping every team member up-to-date with knowledge and understanding of best practices in long-term care. Our organization is licensed under the NB Nursing Home Act and is inspected annually to ensure compliance with standards and regulations.

## CARE SERVICES ...continued

### Medical Emergencies

In a medical emergency, or when a need for immediate assessment by a physician arises, residents may be transported by ambulance to the DECH. In this regard, we will provide the DECH with a copy of all pertinent medical information, medication records, and resuscitation wishes. If a resident needs to leave the facility for hospital tests or procedures, we will contact the family to transport and accompany the resident.

### Other Services

#### *Foot Care*

Our team members are ready to provide basic foot care to every resident. When the assigned Registered Nurse determines a resident's need for specialized foot care, we will provide the family with a list of foot care providers.

#### *Hair Care*

Licensed hairdressers provide hair care services to the resident upon request. Residents are responsible for the professional fee charged for each service.



## CARE SERVICES ...continued

### *Diagnostic Services*

All diagnostic services including ECG, and X-rays are provided by the DECH with the results forwarded to York Care Centre. Our Registered Nurses may draw bloodwork and send to the DECH for analysis. We access the Electronic Health Record (EHR) for laboratory results.

As a general rule, we require family members to attend to the resident's transportation needs going to, and from, the hospital for tests and procedures. If a family member cannot attend, an option to rearrange the appointment or authorize for a family friend to attend is possible. If no family member or friend is available, we will request through the Volunteer Department someone to accompany the resident. In an emergency situation, our team member may accompany the resident for a minimum charge of three (3) hours labour at the current rate.

### *Dental Services*

We have a dental suite available within our facility. Your licensed dentist may use the suite to provide the care you require. You can contact us anytime to arrange your appointment. The resident or family is responsible for all dental service fees. If the resident cannot give consent, provide direction, or manage their finances, a family member must accompany the resident to the visit.

### *Rehabilitation Services*

Our Rehab Coordinators ensure that every resident maintains and sustains mobility through regular assessments. We have various programs to promote mobility, including walking and exercising, as well as maintaining and repairing wheelchairs and other mobility equipment. Occupational Therapy, Physiotherapy, and Speech Therapy services are available through Extramural Services. Should a resident require these services, an interdisciplinary team member completes the service requisition for them.



### **Restraints**

A key element of our care program is the Least Restraint Program. We only apply restraints with a physician's order and in consultation with family. Previous studies have shown that using any device that restricts freedom of movement leads to frustration and loss of dignity for the resident, and may actually increase the risk of falls causing injury. However, our nursing team may be required to restrain a resident in the event there is a clear and present danger to themselves or to others. Unit Coordinators may discuss with you the details of this concern and you will be asked to review an information sheet on the use of restraints at the time of admission.

### **Dentures, Eyeglasses & Hearing Aids**

We encourage residents to inscribe their names on the dentures, eyeglasses, and/or hearing aids for identification. Please remember that York Care Centre is not responsible for lost or damaged items. Our Nursing Clerk and Unit Coordinator may provide more information about the identification system and cost.

## CARE SERVICES ...continued

### Care Supplies

We provide one brand of products to meet every resident's personal hygiene and grooming needs. These include body and hand soap, lotion, oral hygiene & denture care, nail care, facial tissue, shampoo, and incontinence care products.

York Care Centre will provide an alternate product if a resident has a diagnosed allergy. If a resident has a personal brand preference for each of the above-mentioned products; it will be their responsibility to pay, and/or supply, for the costs of the preferred products.

We support a scent-reduced environment in our facility and require every staff, volunteer, resident and family member to use scent-reduced products. Items such as perfumes, aftershave, and baby powder are not permitted.

### Pharmacy Services

York Care Centre strictly adheres to the Nursing Home Act, which requires every nursing home to obtain medication from a contracted pharmacy. Our attending physicians order medications for residents while our Registered Nurses and Licensed Practical Nurses administer them. We strictly prohibit bringing in medication other than the above-mentioned. Our facility only permits medications to be kept at the bedside with an order from our attending physician. Should a resident request a brand name different from the available stock or require the stock medication regularly, he/she is responsible for the cost of each medication.

During the admission process, we will ask for your medication information. All residents without private prescription drug plans will automatically be registered with the New Brunswick Prescription Drug Program. Registered residents will be issued a health card that the Account Receivable Administrator will keep.



## CARE SERVICES ...continued

### **Spiritual Care Services**

The Spiritual Care Coordinator provides spiritual care on a part-time and on-call basis. The coordinator works with community clergy to provide a well rounded program of services. The spiritual care coordinator will complete one to one visits with the resident and will also connect with family to confirm the residents and families spiritual care needs.

### **Therapeutic Recreation**

We adopt a therapeutic approach to recreation and leisure programming. This approach is rooted in honouring each person's story and empowering them to make their own choices about their lifestyle. Programs are offered from a person-centred approach, providing meaningful engagement and promoting their purpose in life. Some of the goals of the Department of Therapeutic Recreation include:

- Enhance quality of life
- Reduce loneliness and anxiety
- Assist in reminiscence
- Enhance socialization
- Increase physical activity
- Provide sensory stimulation
- Improve motor skills

Each unit has monthly activity calendars posted in every resident room, on the website, and the daily information boards. Some of the activities every resident may enjoy at York Care Centre include:

- Narrative Program
- Sensory Stimulation Therapy
- Music Therapy
- Intergenerational Programs
- Pet Therapy
- Outings
- Exercises
- Socials and baking
- Men's programming



# SUPPORT SERVICES

## **Dietary Services**

Our Dietary Services department provides optimal nutritional care and quality food service for residents, staff, and guests. We deliver this service by ensuring that every resident is served fresh and delicious meals that meet their nutritional requirements in a pleasant and homelike atmosphere. Our team always considers residents' food preferences and the weekly menu is available in each residential unit.

Our Dietitian manages the menu planning considering residents' taste, texture, nutritional requirements and dietary restrictions. She visits each resident, contacts family members about dietary issues and concerns, and provides information on health and nutrition to staff and volunteers. Residents who can, and choose to, get their daily meal from the Cafe are free to do so. However, they are responsible for paying for their meal.

## **Environmental Services**

Our Environmental Services department comprises three major functions: laundry, housekeeping, and maintenance. The primary mandate of this department is to provide a safe, clean, and attractive facility with functional equipment.

### *Laundry*

Our laundry team must label new clothing/bedding before use to help prevent loss. We are not responsible for lost or damaged personal clothing items. The service covers machine washing and drying; however, we do not provide dry cleaning OR ironing services. Please inform the nursing staff of any new items brought in so they can be labeled.

## SUPPORT SERVICES ...continued

### *Housekeeping*

Our team provides daily cleaning services to all resident's rooms and common areas within the facility. They ensure every room is tidy and presentable.

### *Maintenance*

Maintenance personnel are available from Monday to Friday, and on-call for emergencies. They ensure that every device and piece of equipment within our facility is working properly. You may inform your Unit Coordinator/RN about any maintenance concerns.

### **Resident Spaces**

We have various activity areas available for residents, by reservation, who wish to celebrate special occasions like birthday parties, holiday get-togethers or a private and intimate time with family and friends. Every area has full amenities to provide a cozy and homey environment for our residents and their families.

Other spaces are also available for residents to continue their hobbies and interests independently. Please speak to nursing staff upon admission about any hobby materials you may wish to bring with you. We have three (3) resident libraries ideal for card games, puzzles, or reading books and newspapers.



# TRANSPORTATION

Our facility maintains a wheelchair-accessible bus and van to transport residents to and from events, activities, and medical appointments. Bus and van reservations should be done in advance through the assigned Unit Nursing Clerk/ RN. We accept reservations on a first-come, first-served basis.

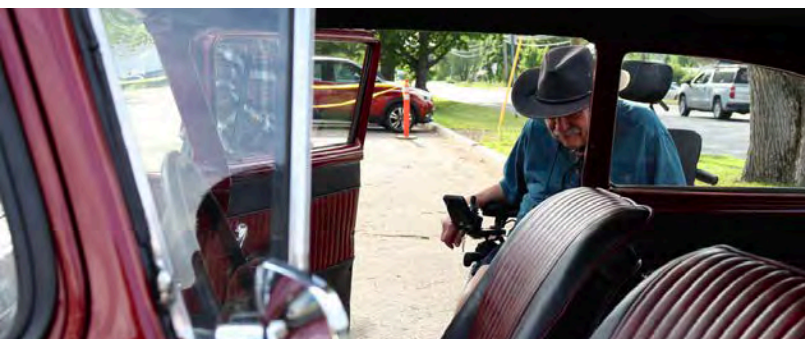
## *Companion*

We highly encourage family members to accompany residents during medical appointments. However, during an emergency, our staff member may attend to the resident for a minimum charge of three (3) hours labour at the current rate. Family members who request transportation of a resident for a personal outing must accompany him/her to and from the desired destination.

## *Utilization*

We prioritize bus reservations for recreational outings organized by York Care Centre. For the van, we prioritize reservations for residents' medical appointments. Availability of the bus / van, as well as availability of volunteer drivers are factors which are considered for all reservations including those requested by family members.

All charges regarding the above-mentioned mode of transportation will be invoiced to the resident's trust account or the POA/next of kin.



# FINANCIAL SERVICES

## *Nursing Home Rate*

The Department of Social Development determines the daily rate for nursing home care. Rates are adjusted periodically to reflect rising costs. Daily rates cover the resident's rate per day, regardless of the room type.

## *Resident's Account*

We expect the resident and/or POA to pay the account on time. Room charges commence on the day of admission, regardless of the time, and will continue until the date the resident is discharged. A monthly Electronic Fund Transfer (EFT) will occur at the beginning of each month to withdraw the Resident's Board and Care fees. Furthermore, on the first of the following month of arrival, the Resident is responsible for the partial fees of the month of arrival and the full month following; Board and Care fees are paid in advance of the month.

We accept payments at the Administration office during office hours, Monday to Friday, from 8:30am to 4:30pm.

## *Resident Financial Assistance*

The Department of Social Development assesses the financial capability of individuals who are applying for nursing home admission and determines their eligibility for government assistance. Family members and/or POA are responsible for making arrangements with the department for assessment and applying for such assistance when deemed eligible.



## FINANCIAL SERVICES ...continued

### *Comfort and Clothing Allowance*

Residents of licensed nursing homes who receive provincial assistance from the Department of Social Development are entitled to retain part of their Old Age Security/Guaranteed Income Supplement monthly income, as a personal Comfort and Clothing Allowance.

This allowance should be used to cover expenses such as:

- personal items (clothing, hair care, specialized foot care)
- Over the counter medications and fees for prescriptions which are not covered by the provincial drug plan,
- transportation to appointments,
- TV, telephone, internet, etc.

In most cases, this allowance remains in the Resident's personal bank account. York Care will withdraw funds for expenses incurred by the Resident on a monthly basis via electronic funds transfer (EFT).

If you require any special billing arrangements, please speak with the staff in Financial Services.

# VOLUNTEER SERVICES

We are proud of our active Volunteer Department, welcoming volunteers of all ages. Volunteers are classified into various categories, such as Junior Volunteers (ages 12–18), spiritual care, entertainment groups, and general volunteers who assist in various recreation activities within the facility.

York Care Centre encourages family members to participate in our volunteer activities to support their family members. Volunteers are one of the most valuable assets of our organization, and our doors are always open for kind-hearted, passionate individuals ready to assist our residents.

Interested parties may request an application form from our reception or contact [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).





# COMMUNITY PARTNERSHIPS

## *Education Partnerships*

We host students from several colleges and universities to support their clinical training. Student trainees provide care to residents, supervised by their clinical instructors and York Care Centre staff. Residents are at liberty to refuse to have their care given by students. However, there are many benefits for both the resident and students who participate. We also partner with the local high schools for co-op placements. These students often work with our Therapeutic Recreation and Care department and help conduct therapeutic activities on our units.

York Care Centre is committed to providing education, information, gerontological research and development material to families, staff and volunteers. Frequent educational services, focus groups, guest speakers, and in-house expertise are some approaches to delivering this service.

## *Family Advocacy Group*

The Family Advocacy Group is comprised of family members of York Care Centre residents. The group regularly meets to aid and support fellow family members and share their feedback and experiences with the leadership team of York Care Centre and other family members to help them during the transition. We welcome new members to join our Family Advocacy Group to strengthen the support system of residents, to allow us to understand the family perspective and improve our services.

## *New Brunswick Seniors' Advocate*

The New Brunswick Seniors' Advocate is an office independent of any department of the government. It strives to ensure that the rights of seniors and adults under protection are understood, promoted and protected. For more information, visit [www.nbseniorsadvocate.ca](http://www.nbseniorsadvocate.ca).

# POLICIES

## *Valuables*

We are not responsible for the security and safekeeping of valuables such as jewelry, money, electronics or ornaments. The resident and the family are responsible for protecting and securing the valuables brought into our facility. York Care Centre also provides a locked drawer in each room as well as shadow boxes outside resident rooms to add personal items for display.

## *Visiting Policy*

We do not impose specific visiting hours; however, we request guests and visitors to please check in with the RN on duty before visiting residents between 9 PM and 7 AM by accessing the intercom at the main entrance to York Care Centre.

## *Privacy and Intimacy*

York Care Centre respects and honours residents' rights to privacy, and we are always ready to provide a comfortable space to meet their privacy needs. Please do not hesitate to contact the nurse to ensure accommodations for this purpose are made available.



## POLICIES ...continued

### *Alcoholic Beverages*

The consumption of alcoholic beverages is at the request of the resident and in consultation with the physician and the nurse. The alcoholic beverage must be consumed by the resident under the supervision of family members. The beverage cannot be shared with other residents. All alcoholic beverages are kept in the medication room and must have a Physician's order.

### *Pets*

Our facility is a pet-friendly zone, and we welcome any pet visitors to come anytime. We request that pet owners ensure that a leash restrains all pets brought inside York Care Centre at all times, have up-to-date vaccinations and must not be on a raw-meat diet.

Please remember that some residents do not prefer pet visitors or may have fears or allergies. All pets are not permitted in dining areas and Dave's Café.



## POLICIES ...continued

### *Leave of Absence*

Each resident is entitled to a 30 day leave of absence within each fiscal year. This cumulative 30-day period constitutes the total annual leave for any purpose including hospitalization. The 30-day leave of absence is effective on the day of admission. Continuity of payment for the retained services is required in accordance with the resident's financial status assessment.

Additional days may be requested by the Nursing Home through a request form, which is forwarded to the Nursing Home Consultant, Nursing Home Services for approval. This policy is in accordance with Directive 61-01-03 in the Directives Manual for Nursing Homes of New Brunswick.

### *Medication at Resident Bedside*

Our facility only permits medications to be kept at the bedside if the resident understands what medication they are taking and when to take it. We also need an order from the attending physician. The resident must keep the medication in a locked drawer or on their person at all times.



# DISCHARGE

A mentally competent resident or a legal representative may decide to discharge the resident from the nursing home. A request to transfer to another nursing may also be an option. A conversation should be had with the resident, family and the Unit Coordinator or RN to discuss available options.

When the death of a resident occurs, the belongings are to be removed within 24 hours. The York Care Centre staff can assist in packing belongings, and a time can be arranged to pick up the belongings later if the family cannot remove the belongings within 24 hours.

York Care Centre will not arrange to dispose of the resident's personal property. This is the family's sole responsibility and the resident's legal trustee.

A resident may also be discharged under the following circumstances:

- The resident is a safety threat to themselves or other residents or staff, and the nursing home is not able to provide the necessary level of care;
- The nursing home is no longer able to meet one or more needs of the resident;
- The operator and the resident, and next of kin or legal representative of the resident, if any, cannot reach an agreement concerning the resident's care despite taking all reasonable measures to do so; or
- The resident has not made full payment for accommodation and services provided in the nursing home, and the operator and the resident cannot agree on charges despite taking all reasonable measures to do so.

York Care Centre is required to provide written notice of discharge, at least thirty (30) days in advance, to the resident and the next of kin or legal representative, except where the DOC/Vice President/CEO believes that an immediate discharge is necessary for the safety of the resident or of other residents or staff.

# YORK CARE FOUNDATION

The York Care Foundation (YCF) was established in 2007 to help support York Care Centre through fundraising and with a vision of “Supporting Excellence in Long-Term Care.”

YCF’s mission is to enhance the quality of life and care of our residents by receiving, managing, and raising funds to provide: care programs, research and development, education for staff, and equipment for York Care Centre that could not be acquired otherwise.

The York Care Foundation board of directors comprises nine volunteers who work together to deliver fund-raising activities on behalf of residents, clients, families, and staff of York Care Centre. The Board works with professional staff to ensure a strong governance model, stewardship and accountability.

To learn more or to donate, please go to our website:  
[www.yorkcarecentre.ca/yorkcare-foundation](http://www.yorkcarecentre.ca/yorkcare-foundation)  
or call (506)-444-3880.





# YORK CARE FOUNDATION

Generous donations have enabled York Care Foundation to provide the following programs, including construction, equipment, events and scholarships!



# CIRA

The Centre for Innovation and Research in Aging (CIRA) is a sister company to York Care Centre. CIRA conducts research and other projects to improve the lives of seniors at York Care Centre in New Brunswick, and across Canada.

CIRA participates in research studies across Canada and within York Care Centre. Residents have the chance to participate in ground-breaking research. All research projects conducted by CIRA are approved and monitored by the York Care Centre Research and Ethics Committee.

CIRA has many projects on the go. To learn more about the projects, and the researchers working on them, head to their website: <https://agingresearch.ca/>







# ADULT DAY PROGRAM

**WEEKDAYS, 9AM-3PM**

Our Adult Day Program allows every participant to enjoy a day filled with activities, socializing, and making new friends.

Participants enjoy a variety of activities, including music therapy, listening to live music, spending time outside for games, and experiencing guided exercise sessions, as well as crafting and painting. They also play sports for older adults, like bowling, balloon badminton, seated floor hockey, and more!

It's a place where adults can thrive, learn, and enjoy life to the fullest.

For inquiries, you may call:



**(506) 444 3880**

# NOTES





📍 100 Sunset Drive, Fredericton, NB E3A 1A3

☎ (506) 444 3880

🌐 [www.yorkcarecentre.ca](http://www.yorkcarecentre.ca)



Follow us on:



York Care Centre: @YorkCareCentre  
CIRA: @AgingResearchCA