



RESIDENT HANDBOOK

A comprehensive Guide for Residents & Family Members

As of March 2026

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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.

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

We support family gatherings for birthdays, anniversaries, and other special events. Families are encouraged to take their loved ones out for a drive, to community events, church visits, or overnight stays at home. Continued family involvement enhances each resident's quality of life at York Care Centre.

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



FROM OUR 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 & CEO

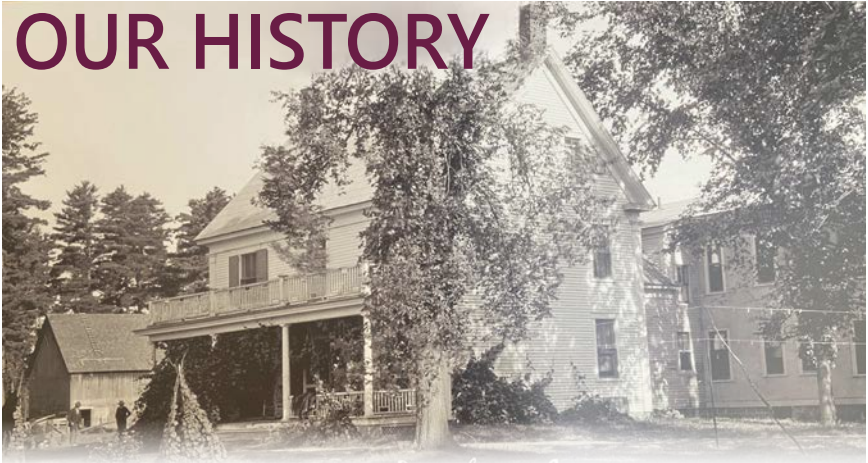
Dear Resident and Family Members,

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

OUR HISTORY



York Care Centre's story begins in 1920 when the York County Council purchased a 300-acre property known as "The Pines" to establish the York Municipal Home for county residents unable to support themselves. This facility, originally housed in a former wayside hotel, served the community as a "Poor House" for nearly five decades.

A pivotal transformation occurred in 1966 when the Provincial Government's Equal Opportunity Program abolished county councils. Rather than lose this community asset, local leaders formed York County Properties Inc. to preserve and modernize the facility. On April 1, 1968, York Manor opened as a modern 76-bed nursing home, marking the beginning of our evolution into a centre of excellence in long-term care.

Our growth reflects our commitment to meeting evolving community needs. Key milestones include the opening of Dixon Lodge in 1974, major renovations in 1981, and the pioneering of specialized Alzheimer care in 1994. The Friendship Centre was added in 1995 to enhance community programming.

In 1980, recognizing the need for seniors living options, the board of York Manor established a separate company, York Developments Inc., to develop and operate independent-living apartments.

The most significant transformation began in 2005 with a comprehensive \$35.9 million redevelopment spanning multiple phases. This investment created the modern York Care Centre we know today, featuring primarily private accommodations, a state-of-the-art Alzheimer Unit, our Friendship Centre, a supportive housing facility, and enhanced community spaces.

From humble beginnings as a 28-bed municipal home, York Care Centre has evolved into a comprehensive 218-bed long-term care facility.

Our campus provides specialized Alzheimer care, supportive and independent living options, and community programming, all designed to deliver excellent services in a home-like environment.

Today's York Care Centre stands as a testament to over a century of community leadership, carrying forward a legacy of compassion, innovation, and dedication to excellence that continues to guide our mission as a trusted partner in community health and wellbeing.



RESIDENT RIGHTS & 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, Substitute Decision Makers, 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.
- Receive assistance towards maximizing and maintaining their independence with recognition of the limitations that they may be experiencing.
- Privacy.
- Access a physician.
- Access a Registered Nurse at all times.
- Properly coordinated care from the members of the care team.

- Access their medical file.
- Refuse treatment and care.
- Access 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.
- End of life care which is free from pain and discomfort.
- Full and accurate information regarding their overall health status and care.

RESPONSIBILITIES

Each 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/or caregivers.
- Treat team members with respect.
- Respect diversity within our team.
- Appoint family members or others as their substitute decision maker when required.
- Ensure payment for services on a timely basis.

VISION, MISSION, VALUES & STRATEGIC PRIORITIES

VISION

York Care Centre will be a Centre of Excellence in long-term care – the first choice for residents seeking quality care.

MISSION

To enhance the quality of life for those we serve by delivering person-centred care with compassion and excellence.

VALUES

Character: We do the right thing.

Accountability: We live up to our commitments.

Respect: We treat everyone with respect.

Excellence: We strive for continuous improvement.

STRATEGIC PRIORITIES



Residence of Choice – To be the preferred choice for individuals seeking high-quality living and care options.



Employer of Choice – To create a workplace where staff can take pride in their work, feel a strong sense of purpose and have opportunities to grow in their careers.



Centre of Excellence – Through education, innovation and research, our Centre of Excellence will serve as a resource for long-term care facilities. By fostering partnerships and sharing expertise, we will elevate the quality of care, enhance quality of life, and create lasting impact both within and beyond our walls.

CONTACT INFORMATION

Tamsen Arnold	Director of Aging Care
Ext. 2311	Tamsen oversees the daily operations of the care services department, ensures quality of care to our residents, and manages admissions for our supportive living facility & independent senior apartments.
TArnold@yorkcarecentre.ca	








Deirdre Rourke-Adams	Accounts Receivable & Resident Trust Administrator
Ext. 2504	Deirdre handles the financial costs for accommodations, including the additional fees for hair care, transit, cable, phone, internet & incidental trust fees.
DAdams@yorkcarecentre.ca	

Stephanie Seymour	Director, Community Recreation & Volunteers
Ext. 3111	Stephanie oversees our therapeutic recreation programs, the Adult Day Program, Spiritual Care services, community programs, volunteers, and manages our supportive living facility and independent senior apartments.
SSeymour@yorkcarecentre.ca	

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

Tower 1 & 3	Ext. 85351
Tower 2 & Birch Grove	Ext. 85451
Dixon	Ext. 85551

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

<p>York Care Centre</p> <p>  </p> <p>@YorkCareCentre</p>	<p>Nursing Home Without Walls</p> <p></p> <p>@NHWWYorkCareCentre</p>
<p> </p> <p>@AgingResearchCA</p>	<p>CiRA</p> <p></p> <p>@AgingResearch</p>

ADMISSIONS

Moving In

A warm reception awaits each resident on their admission day. Family representatives are welcome and encouraged to participate in the admission process. During this time, the Unit Coordinator is available for private consultation to meet with the resident and/or family to assess the resident and obtain the necessary information. Our preferred time of admission is 11:00 AM, though we can usually accommodate special arrangements when needed.

Once a resident is settled, members of our interdisciplinary team (Dietitian, Rehab Coordinator, Activity Coordinator, and Spiritual Care) will coordinate a time to learn more about their mobility, equipment, and dietary needs, and how we can best support their comfort and well-being. A six-week care conference is held after admission to discuss the resident's care plan.

Physicians

Five physicians do regular rounds, and there is always a physician on call 24 hours a day, seven days a week. We will assign a physician to each resident upon admission. Families may arrange to meet with the assigned physician to discuss the resident's health concerns, requirements, and conditions.



Substitute Decision Maker (SDM)

The purpose of a substitute decision maker is to provide York Care Centre with a contact person who has the authority to make decisions on behalf of the resident if the resident is unable to make decisions for themselves. If the resident is unable to look after their own finances, the SDM is expected to carry out the duty on their behalf.

A SDM might be a legal Power of Attorney (POA), a family member, next of kin, neighbour, or friend. We strongly recommend that residents who cannot make decisions independently designate a legal POA. In the absence of an SDM, York Care Centre may contact the Public Trustee's office to act on behalf of the resident.

Please keep York Care Centre updated with any changes in the contact information of the SDM, including address, phone number and email address. If the designated contact will be unavailable for an extended period, please assign an interim alternate representative.



ACCOMMODATIONS

York Care Centre consists of five units serving individuals with various care needs. Our three-storey Tower has 122 beds, the Dixon Lodge has 71 beds, and Birch Grove, our dedicated dementia unit, has 25 beds.

Private & Semi-Private Rooms

Our facility offers 196 private rooms and 22 semi-private rooms. Residents and family members may request a transfer to a private room upon admission if initially admitted to a semi-private room.

Each private room has its own washroom. Semi-private rooms are shared by two residents and share a bathroom.

Furniture

Each room includes a bed, nightstand, over-bed table, visitor chair, and a large armoire with drawers and a closet. Residents and their families are encouraged to personalize the resident's room after admission to create a more familiar home-like environment with items such as:

- Favourite easy chair (something easily wipeable no slider, rockers or swivel chairs permitted)
- Wall-mountable flat-screen TV no larger than forty (40) inches
- 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.

Telephone Services

Telephone services at York Care Centre include local and unlimited long-distance calling across North America, helping residents stay connected with friends and family near and far. A one-time connection fee and a monthly service fee apply.

Residents must provide their own telephone, after which York Care Centre staff will complete the in-room connection and setup.

Cable Television Service

Each resident room at York Care Centre is equipped with a cable connection and a wall-mounted TV bracket. For safety and compatibility, only flat-screen televisions up to 40 inches are permitted.

Cable service includes a standard lineup of 48 channels, giving residents a variety of entertainment and information choices. A one-time connection fee and a monthly service fee apply.

Wireless Internet Services

Wireless internet is available for residents who wish to stay connected online. The service uses a captive portal, requiring residents to log in to access the internet. Residents must maintain their own devices, such as computers or tablets. A monthly service fee applies; however, free Wi-Fi is available to all visitors in Dave's Café.

Due to the captive portal system, smart devices and internet-dependent technology (e.g., smart TVs, Google Home, Alexa) are not supported.

ACCOMMODATIONS

Additional Service Fees

For telephone, television, and internet services, an additional transfer charge will apply if a resident requests a room transfer within the facility. No additional fees apply if the relocation is initiated by York Care Centre.

Electrical Units (Radios, Lights, etc)

All electrical items are inspected by maintenance staff before being placed into service to ensure they meet CSA or cUL standards and are in good working condition. Approved electrical devices are also inspected annually throughout the facility.

Room Care

Our Environmental Services Department oversees all cleaning services within the facility. We are happy to assist with installing picture frames or other wall items. To preserve room quality and design, scotch tape, thumbtacks, and nails are not permitted. Magnetic boards are provided in each room for display purposes.



CARE SERVICES

Organization

The Vice President, Care Services & Quality, leads the overall operation within the Care Services department. Together with the Director of Aging 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 Homes Act and is inspected annually to ensure compliance with standards and regulations.

CARE SERVICES

Immediate Medical Intervention

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.

Infection Control Practices

As viruses remain steady in the community, we strongly encourage families, visitors, volunteers, and staff to practice frequent hand hygiene, maintain respiratory etiquette (cough/sneeze into a tissue or elbow), and avoid visiting the facility if experiencing respiratory-like symptoms.

The single most important way to prevent the spread of infection is practicing good hand hygiene. Hand sanitizers are available at all entrances, in most corridors, and outside resident rooms. Please clean your hands with soap and water or use hand sanitizer when entering and exiting the building, as well as before and after visiting your loved one, to help us reduce the spread of infection.

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 **Duration of the entire procedure: 40-60 seconds**



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



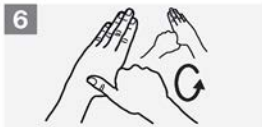
Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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World Health Organization, Department of Control, Geneva, Switzerland. In cooperation with the members of the International Patient Safety Association. For more information, visit www.who.int/handhygiene.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

 Duration of the entire procedure: 20-30 seconds



Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



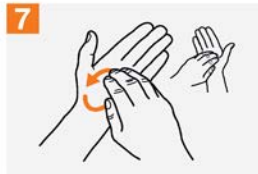
Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

CARE SERVICES

Other Services

Nail Care

Our team members provide basic nail care for every resident. Upon admission, registered staff assess the resident's hands and feet to determine if specialized nail care is required. If required, the resident/ substitute decision maker are responsible for arranging services by a health care professional with specialized training.

Hair Care

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

Diagnostic Services

Diagnostic services, including ECGs, are provided by the DECH, with results forwarded to York Care Centre. X-rays are provided through the Department of Health's mobile X-ray service. Our Registered Nurses may collect bloodwork, which is sent to the DECH for analysis. Laboratory results are accessed through the Electronic Health Record (EHR).

As a general rule, we require family members or an authorized friend to attend to the resident's transportation needs going to and from any off site location for tests and procedures. If no family member or friend is available, we will request through the Volunteer Department someone to accompany the resident. In an emergency, our team member may accompany the resident for a minimum charge of three (3) hours labour at the current rate.

CARE SERVICES

Dental Services

Residents are strongly encouraged to continue seeing their own dental provider in the community. If this is not possible, the Dental Suite at York Care Centre is available to support resident care. A resident's community dental provider may use the suite to deliver services, provided they are licensed and currently practicing in New Brunswick. If a resident is unable to leave the facility or cannot access their own dental provider, they may be able to receive care from the dentist or dental hygienist at York Care Centre.

Residents wishing to access dental services are asked to contact their Unit Coordinator. Please note that all dental service fees are the responsibility of the resident or substitute decision maker. If a resident is unable to provide consent, give direction, or manage their finances, a substitute decision maker must accompany them to the appointment.

Rehabilitation Services

Our Rehab Coordinators support residents in maintaining mobility through regular assessments. A variety of programs are offered to promote movement, including walking and exercises. Our Rehab team also maintains and repairs wheelchairs and other mobility equipment. Occupational Therapy, Physiotherapy, and Speech Therapy services are available through Extramural Services. When these services are needed, a member of the interdisciplinary team completes the service requisition on the resident's behalf.

Restraints

York Care Centre believes that residents have the right to be free of physical restraints and allowed to live at risk to maintain maximum independence, autonomy and dignity. Physical restraints are used only with a physician's order and in consultation with the resident and/or substitute decision maker. Physical restraints are to be used after all other interventions have proven ineffective and documented.

Dentures, Eyeglasses & Hearing Aids

We encourage residents to inscribe their names on their 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 can provide more information about the identification system and cost.

Care Supplies

We provide a single brand of low-scent products to meet residents' personal hygiene and grooming needs, including body and hand soap, lotion, oral and denture care items, nail care supplies, facial tissue, shampoo, and incontinence products. Alternate products will be provided if a resident has a diagnosed allergy. If a resident has a specific brand preference, they are responsible for supplying and/or covering the cost of these items.

York Care Centre supports a scent-reduced environment and requires staff, volunteers, residents, and family members to use scent-reduced products. Perfumes, aftershave, and baby powder are not permitted.

CARE SERVICES

Pharmacy Services

York Care Centre strictly adheres to the Nursing Homes Act, which requires all medications to be obtained from a contracted pharmacy. Pharmacy charges are billed monthly, directly to residents or their substitute decision makers, and any inquiries regarding these charges may be directed to the pharmacy. Attending physicians order medications for residents, and our Registered Nurses and Licensed Practical Nurses administer them. Bringing in personal medications is not permitted, and medications may only be kept at the bedside with a physician's order. Residents who request a brand-name medication not available in stock, or require stock medication regularly, are responsible for the cost.

During admission, we will collect your medication information. Residents without private prescription drug coverage are automatically registered with the New Brunswick Prescription Drug Program, and a health card will be issued and kept by the Accounts Receivable & Resident Trust Administrator.



CARE SERVICES

Spiritual Care Services

The Spiritual Care Coordinator provides part-time and on-call support, working with community clergy to offer a well-rounded program of services. They meet one-on-one with the residents and connect with the families/ substitute decision makers to address spiritual care needs.

Therapeutic Recreation

Programs are delivered using a person-centred approach to provide meaningful engagement and enhance quality of life. The Department of Therapeutic Recreation focuses on:

- Improving well-being and enhancing quality of life
- Reducing loneliness and anxiety
- Supporting reminiscence
- Encouraging socialization
- Providing sensory stimulation

Monthly activity calendars are posted in every resident room, on our website, and on daily information boards. Activities vary by unit to reflect residents' interests and abilities. Examples of activities available at York Care Centre include:

- Sensory Stimulation Therapy
- Musical Entertainment
- Intergenerational Programs
- Pet Therapy
- Outings
- Exercises
- Socials and baking



SUPPORT SERVICES

Dietary Services

Our Dietary Services department provides high-quality nutritional care and meals for residents, staff, and guests. All meals are prepared on-site by our Red Seal cooks and are designed to be fresh, delicious, and meet each resident's nutritional needs in a pleasant, homelike setting. Residents' food preferences are always considered, and weekly menus are available in each residential unit and on our website.

Our Registered Dietitian oversees menu planning to address taste, texture, nutrition, and dietary restrictions. They visit residents, communicate with families regarding dietary concerns, and provide guidance on health and nutrition to staff and volunteers. Residents who choose to dine in Dave's Café may do so, but are responsible for the cost of their meals.

Environmental Services

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

Laundry

Our laundry team labels all new clothing and bedding before use to help prevent loss. We are not responsible for personal items that are lost or damaged. Laundry services include machine washing and drying, but does not include dry cleaning or ironing. Please notify nursing staff when bringing in new items so they can be labelled.

SUPPORT SERVICES

Housekeeping

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

Maintenance

Maintenance personnel are available Monday through Friday, and on-call for emergencies. They ensure that every device and piece of equipment within our facility is working properly. Any maintenance concerns may be directed to the Unit Coordinator/RN.

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. Room reservations can be made by contacting the Activity Coordinator or Unit Coordinator.

Other spaces are also available for residents to continue their hobbies and interests independently. Please speak to the nursing staff upon admission about any hobby materials you may wish to bring with you. We have three 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.

Van reservations should be made in advance through the assigned Unit Nursing Clerk/ RN. Reservations for residents' medical appointments are prioritized. Family members who request transportation of a resident for personal outings must accompany them to and from the destination.

The use of the van is a service paid for by the resident, invoiced to the resident's trust account, or substitute decision maker.



FINANCIAL SERVICES

Nursing Home Rate

The Department of Social Development sets the daily rate for nursing home care, which is periodically adjusted to reflect rising costs. The rate applies per day, regardless of room type.

Resident Financial Assistance

The Department of Social Development assesses applicants' financial eligibility for government assistance. Family members or the substitute decision maker are responsible for arranging the assessment and applying for assistance when eligible.

Resident's Account

Residents, or their substitute decision makers, are expected to pay accounts on time. Residents admitted mid-month are responsible for prorated Board and Care fees, after which fees are payable monthly in advance, on the 1st of each month via Pre-Authorized Debits (PAD). Payments can also be made in person, by visiting the Accounts Receivable & Resident Trust Administrator, Monday to Friday, 8:30 am to 4:00 pm.



FINANCIAL SERVICES

Comfort and Clothing Allowance

Residents of licensed nursing homes, receiving provincial assistance from the Department of Social Development, may retain a portion of their Old Age Security or Guaranteed Income Supplement, as determined by Social Development, as a personal Comfort and Clothing Allowance.

This allowance can 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, the allowance remains in the resident's personal bank account. York Care Centre withdraws funds for resident expenses monthly via Pre-Authorized Debits (PAD). If special billing arrangements are required, please contact the Accounts Receivable & Resident Trust Administrator.



VOLUNTEER SERVICES

We are proud of our active Volunteer Department, welcoming volunteers of all ages. Volunteer opportunities include Junior Volunteers (ages 12–18), spiritual care, entertainment groups, and general support for recreation activities within the facility.

Family members are encouraged to participate and support their loved ones. Volunteers are a valued part of our community, and we welcome kind-hearted individuals ready to assist our residents.

Those interested can request an application form at reception or by emailing communications@yorkcarecentre.ca.



COMMUNITY PARTNERSHIPS

Education Partnerships

York Care Centre hosts students from various colleges, universities, and local high schools to support clinical training and co-op placements. Student trainees provide care under the supervision of their clinical instructors and York Care Centre staff. Residents may choose to decline care from students, though participation offers benefits for both residents and learners. High school co-op students often support our Therapeutic Recreation and Care department and assist with activities on the units.

Family Advocacy

Family Advocacy Meetings are open to family members and friends of York Care Centre residents and are held quarterly. The group provides feedback from a family perspective to York Care Centre's leadership on issues important to residents, families, and friends.

Members stay informed about matters affecting residents' quality of care and enjoyment, and may advocate as needed with government, community groups, or unions. Meetings feature guest speakers on topics of interest and offer opportunities for families to connect and expand their support networks.

New Brunswick Advocate

The Office of the New Brunswick Advocate ensures that the rights of children, youth, vulnerable adults, and older adults are understood, protected, and promoted. For more information, visit www.defenseur-nb-advocate.ca.

POLICIES

Gift Acceptance

Gifts and gratuities are not expected. York Care Centre takes pride in the care and services provided to residents, it takes many individuals to provide care and support the operation of our home, therefore staff are not permitted to accept individual gifts from residents or families.

If anyone wishes to acknowledge the team, we do offer the following suggestion on how to communicate appreciation:

- Food items intended for sharing (chocolates, baked goods, candy, fruit baskets, coffee, tea). These items will be placed in staff areas for all team members to enjoy.
- Thank you notes.
- Donation to York Care Foundation.

Valuables

York Care Centre is not responsible for the security or safekeeping of valuables such as jewelry, money, electronics, or ornaments.

Residents and families are responsible for securing any valuables brought into the facility. Each room includes a locked drawer, and shadow boxes outside resident rooms are available for displaying personal items.

Visiting

There are no set visiting hours; however, guests visiting the facility between 8:30 pm and 8:30 am are required to check in with the RN on duty by using the intercom to access the main entrance to York Care Centre.

Privacy and Intimacy

York Care Centre respects and honours each resident's right to privacy and is committed to providing a comfortable space to meet those needs. Please contact the RN if privacy accommodations are required.

Alcoholic Beverages

Alcohol consumption is permitted only at the resident's request and with physician approval in consultation with the RN and the resident's substitute decision maker. The substitute decision maker must leave alcoholic beverages with the RN in charge for storage in the medication room. Alcoholic beverages are given out by registered staff passing medications to the resident, and will be documented on the Electronic Medication Administration Record. Alcoholic beverages must be consumed by the resident on the York Care Centre premises.

Medication at Resident Bedside

York Care Centre only permits medications to be kept at the bedside under a physician's order. The resident must be competent, know the name of the medication, the reason for taking it, and the dosage, time and frequency. The resident must keep the medication in a locked drawer or on their person at all times and inform registered staff when they have self-administered their medication.

Leave of Absence

Each resident is entitled to a cumulative 30-day leave of absence per fiscal year, beginning on the day of admission. This annual leave applies to all purposes, including hospitalization. Continuity of payment for retained services is required in accordance with the resident's financial status assessment.

The Nursing Home may request additional leave days through a formal request submitted to the Nursing Home's Liaison Officer for approval.

Pets

York Care Centre is a pet-friendly facility, and we welcome visits from outside pets. Pets must be leashed or in a kennel, respond to their owner's commands, and have up-to-date vaccinations.

Please remember that some residents and staff may have allergies, fears, or may not enjoy pet visitors. Pets are not permitted in Dave's Café, dining rooms during meal service, kitchens or food preparation areas, food storage or serving areas, or laundry areas.



DISCHARGE

A mentally competent resident, or a legal representative, may decide to discharge the resident from York Care Centre, or request a transfer to another nursing home. Discussions with the resident, family, and the Unit Coordinator or RN are encouraged to review available options.

When a resident passes away, their personal belongings are to be removed within 24 hours. Staff can assist with packing, and arrangements can be made for later pickup if needed. York Care Centre does not dispose of personal property; this is the responsibility of the substitute decision maker.

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 facility, resident, and the substitute decision maker 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 facility 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 30 days in advance to the resident and substitute decision maker, except where immediate discharge is deemed necessary by the Director of Aging Care, Vice President Care Services & Quality, or the President & CEO for the safety of the resident, other residents, or staff.



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

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

The Foundation’s volunteer Board of Directors work together to deliver fundraising activities on behalf of residents, clients, families, and staff of York Care Centre. They work with professional staff to ensure strong governance, stewardship and accountability.

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

Generous donations have enabled York Care Foundation to renovate resident care areas, purchase new equipment, fund resident activity programs, and support staff through a scholarship program.



CiRA

**CENTRE FOR INNOVATION
AND RESEARCH IN AGING**

York Care Centre is committed to innovation in long-term care through the Centre for Innovation and Research in Aging (CiRA). CiRA leads and participates in research projects aimed at improving the lives of seniors, here at York Care Centre, across New Brunswick, and throughout Canada. Residents have the opportunity to participate in meaningful, ground-breaking research, with all projects reviewed and approved by our Research Ethics Committee.



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ADULT DAY PROGRAM



The Adult Day Program (ADP) offers social and therapeutic recreation in a non-institutional setting for those living with dementia, experiencing social isolation, or facing other health challenges.

ADP operates Monday to Friday, 9 am to 3 pm, and provides a healthy lunch and snacks.

With a person-centred approach, the program provides stimulation in a safe and comfortable environment. Activities are semi-structured and tailored to clients' needs, including trivia and brain games, pet and music therapy, crafting, baking, painting, bowling, balloon badminton, and outings.

For more information please contact 506-444-3880 ext. 2522.



NURSING HOME WITHOUT WALLS



Nursing Home Without Walls (NHWW) at York Care Centre empowers older adults and their caregivers by providing the support and services needed to live well at home. The program helps older adults maintain independence and well-being by offering access to essential knowledge, guidance, services, and resource navigation.

NHWW supports Fredericton residents aged 60 and older, at no cost and with no referral required. Services are tailored to individual needs and may include:

- Navigation of NB Health Services and applications
- Caregiver support
- One-on-one wellness visits, friendly calls, and check-ins
- Education sessions and social activities
- Accessible bath service

To learn more contact 506-444-4474 or nhww@yorkcarecentre.ca.



Frequently Asked Questions

1. What furniture is permitted into a resident's room?

What is not permitted?

Personal décor for walls, a small dresser/ shelving unit is recommended, and a comfy chair, ie. La-Z-Boy. Please do not bring in gliders, rockers or swivel chairs, rugs or carpets, as they are all safety hazards.

2. Can a resident go out overnight or out with family on outings and what is the process?

Families are encouraged to take their loved ones for outings. Please inform the RN or Unit coordinator to ensure meds and any personal items are ready.

3. How many outfits/items of clothing should my loved one have?

10 seasonal outfits are recommended. Please bring all clothing directly to the nursing station to be labelled before putting them in the closet.

4. How do I get to speak to my loved one's physician?

Please ask the RN or UC to make a note on the physician report sheet that you wish to speak with them when they are on rounds.

5. Are there dental services at York Care Centre, and how do we access them?

If your loved one does not have access to a dentist in the community, please contact the unit clerk for the dentist/ dental hygienist who visits York Care Centre.

Frequently Asked Questions

6. If my loved one has appointments in the city, does York Care Centre provide transportation?

A wheelchair-accessible van is available for transportation to medical appointments. Reservations should be made in advance through the Unit Nursing Clerk/ RN. It is the responsibility of the substitute decision maker to accompany the resident to appointments.

7. Can I bring snacks and treats for my loved one?

We encourage families to bring in snack items for their loved ones to enjoy. Please label, date and leave in the room or resident kitchenette and be mindful of dietary needs.

8. Can I bring in cough drops, Tylenol, and other over-the-counter medications for my loved one?

All medications require a doctor's order and must come from our contracted pharmacy. This includes items like cough drops, cough syrup, Tylenol, and TUMS.

9. Who do we talk to about hair care, TV or internet services or monthly billing?

Please ask a Unit Clerk or Unit Coordinator for the paperwork, or contact the Accounts Receivable & Resident Trust Administrator at 506-444-3880 extension 2504.

10. Does York Care Centre provide newspapers to residents?

York Care Centre does not provide newspapers; please call the Daily Gleaner or Telegraph Journal to order directly.

10. Can the family stay overnight in the resident's room?

If your loved one is palliative, we support families to stay in their loved one's room; alternatively, we have family rooms available. Please see the UC for those details and fees.

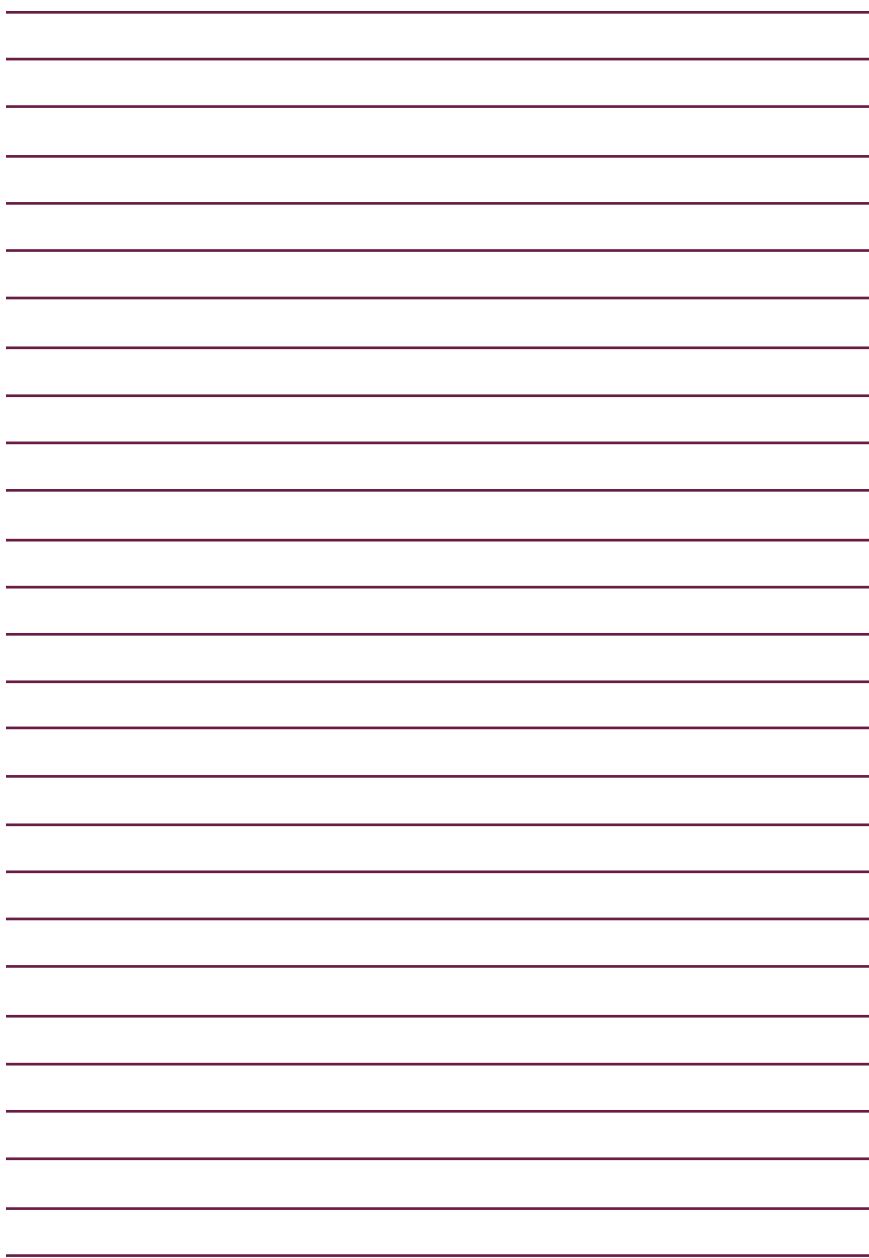
11. Do you have set visiting hours?

We do not have set visiting hours. Our doors are unlocked 8:30 am until 8:30 pm. Front reception located at the main entrance is open Monday - Friday from 8:30 am – 4:30 pm. If your loved one is acutely ill or palliative, we permit entry at any time.

12. What is a caregiver, and how do I get training to be one?

Our caregiver programs provide education for family members, allowing them to be more involved in daily care. If interested, please get in touch with Stephanie Seymour, Director Community, Recreation & Volunteers, at 506-444-3880 extension 3111.







100 Sunset Drive, Fredericton, NB E3A 1A3



506-444-3880



www.yorkcarecentre.ca

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