

# PARAMEDIC AND SENIORS SERVICES

## LONG-TERM CARE

### Maintenance and Repair Staff Information Guide

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Seniors Services  
1-877-464-9675  
TTY 1-866-512-6228  
[york.ca](http://york.ca)



# INTRODUCTION

Welcome to one of the Region's two Long-Term Care Homes: Newmarket Health Centre or Maple Health Centre.

## WHO IS THIS GUIDE FOR?

This information guide is for individuals who meet **ALL** of the following requirements:

- Are attending the home through a contract or agreement directly with the Region or through a third-party contract or agreement with the Region, **and**
- Will only provide occasional maintenance or repair services to the home, **and**
- Will not provide direct care to residents.

If you meet all these requirements, you are exempt from legislated training requirements under the *Fixing Long-Term Care Act, 2021*, but must be given information on the following:

- The Residents' Bill of Rights
- The long-term care home's policy to promote zero tolerance of abuse and neglect of residents
- The duty to make mandatory reports
- Whistle-blowing protections
- Fire prevention and safety
- Emergency and evacuation procedures
- Infection prevention and control

Should you have any questions or need clarification on the content provided in this booklet, please contact [SeniorsServicesEducation@york.ca](mailto:SeniorsServicesEducation@york.ca).

## ACCESS CODE AGREEMENT AND ENTERING SECURE UNITS

Our Homes have secure areas for the protection and safety of residents who are at risk of wandering and exiting the building.

By signing the Agreement, you are indicating that you are aware of the need to enter and exit these areas cautiously to avoid allowing the residents to leave. You are also responsible to:

- Make sure that the door is closed completely after each use
- Try to ensure that no resident leaves through the door with you when entering or leaving the area
- Immediately tell a staff member if a resident does exit when you use the door
- Use caution when opening the door as there are no windows to view persons on opposite side
- Not disclose the numbered code to any other person

## IDENTIFICATION BADGE

You must wear your identification badge that always identifies your role while in our Homes.

## SCENT GUIDELINES

Please note that the Regional Municipality of York has *Scent Awareness Guidelines*. You must refrain from using heavily scented products while working in our Homes.

## CONFIDENTIALITY AND PRIVACY

Maintaining the privacy of our residents is important to us and is guaranteed by law in two acts, *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990*, and the *Personal Health Information Protection of Privacy Act, 2004*.

As you may have access to personal information and personal health information as defined by the Acts, you must understand how this information is protected.

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Personal health information includes any information regarding a person's diagnoses, health card number, medical history, family medical history, personal care needs and dietary needs. This information should only be shared or discussed with the resident, their Substitute Decision Maker (SDM), as permitted by law, or individuals that the resident or SDM has given you consent to share with.

We collect and share only as much information as is needed. Staff may not share information with you unless there is permission from the resident or the Substitute Decision Maker to do so.

Here are a few guidelines to follow:

- You may overhear conversations regarding resident's and their care.
- You are responsible for maintaining the confidentiality of all personal and personal health information you become aware of.
- You must be cautious when having casual conversation with family members, visitors and other private care givers that you are not divulging personal or personal health information.
- Although intentions are generally well meant, you are advised not to involve yourself in matters you overhear about other residents.

## OUR LONG-TERM CARE HOMES

### THE FUNDAMENTAL PRINCIPLE AND THE RESIDENTS' BILL OF RIGHTS UNDER THE *FIXING LONG-TERM CARE ACT, 2021*

**The fundamental principle:** 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.

**Residents' Bill of Rights:** Every licensee of a long-term care home shall ensure that the rights of residents set out in the Residents' Bill of Rights are fully respected and promoted. **There are 29 Rights.** These are posted in the Homes and available at the end of this booklet for your reference.

# ZERO TOLERANCE OF ABUSE

Long-Term Care homes are required to protect residents from abuse and neglect. Abuse in relation to a resident, means physical, sexual, emotional, verbal or financial abuse:

| Type of Abuse | What does this mean?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Physical      | (a) The use of physical force by anyone other than a resident that causes physical injury or pain,<br><br>(b) Administering or withholding a drug for an inappropriate purpose, <b>or</b><br><br>(c) The use of physical force by a resident that causes physical injury to another resident                                                                                                                                                                                                                                                  |
| Sexual        | (a) Any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a staff member, <b>or</b><br><br>(b) Any non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a staff member                                                                                                                                                                                       |
| Emotional     | (a) Any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident, <b>or</b><br><br>(b) Any threatening or intimidating gestures, actions, behaviour or remarks by a resident that causes alarm or fear to another resident where the resident performing the gestures, actions, behaviour or remarks understands and appreciates their consequences |
| Verbal        | (a) Any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident's sense of well-being, dignity or self-worth, that is made by anyone other than a resident, <b>or</b><br><br>(b) Any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for their safety where the resident making the communication understands and appreciates its consequences.  |
| Financial     | Means any misappropriation or misuse of a resident's money or property                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

We prevent abuse by:

- Promoting a culture of Zero Tolerance of Abuse and Neglect
- Screening – All staff (unless exempt) must have a Vulnerable Sector Screening Check and sign a Declaration that they will inform the Region of any criminal charges that occur after the screening
- Training – Annual review of the Zero Tolerance of Abuse and Neglect program materials

If you witness or suspect abuse, report this immediately to the Administrator (or designate). If you have questions about this program or would like a copy of the Zero Tolerance of Abuse and Neglect policy, contact the Director of Care (or designate).

You are protected under Whistle Blower Protection.

## CRITICAL INCIDENTS/MANDATORY REPORTS

All staff must immediately notify their supervisor of reportable critical incidents.

The following critical incidents require **mandatory** reporting:

- Improper/incompetent treatment or care of a resident resulting in harm or risk to the resident,
- Abuse of a resident by anyone or neglect of a resident by anyone in the home that resulted in harm or a risk of harm to the resident
- Unlawful conduct that resulted in harm or risk of harm to a resident

If you witness a critical incident, notify the Administrator (or designate) or Director of Care (or designate) immediately.

## WHISTLE-BLOWING PROTECTION

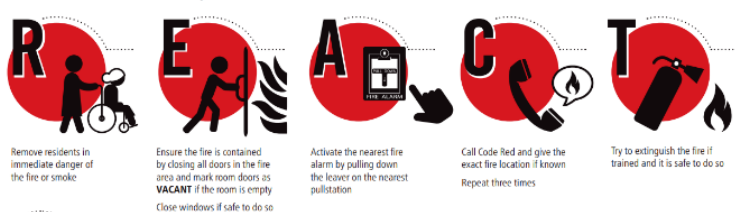
Whistle blowing protections are intended to give anyone the confidence to bring forward any information about an LTC home, including the care of a resident, without the fear of retaliation. An explanation of the whistle-blowing protections afforded under the *Fixing Long-Term Care Act, 2021* is posted in the Homes and the policy is available online:

<https://www.york.ca/health/long-term-care-and-supports/long-term-care-homes>.

If you have any concerns while in the Home, raise this with the Administrator (or designate) or a member of the management team at the Home.

# EMERGENCY CODES AND FIRE SAFETY

The following emergency codes are used in our Homes. Please stay calm and follow the direction of staff if a code is called.

| Emergency Code | What does it mean?                  | How does this affect me?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Red            | Fire                                | <p>If there is a fire or smoke in your location, remember to:</p>  <p><b>YOU SHOULD KNOW:</b></p> <ul style="list-style-type: none"> <li>• Locations of nearest emergency exits and pull stations (located at all exits)</li> <li>• Where fire extinguishers are (cabinets in corridors and service rooms)</li> <li>• Annunciator panels at the nursing stations indicate the fire location</li> <li>• If you're reporting outside of your home area, follow IPAC protocols</li> <li>• Ensure you have access to a charged portable phone at all times</li> </ul>  |
| Blue           | Medical Emergency                   | <p>Any person who finds a resident or person experiencing cardiac arrest, respiratory arrest, or an imminent life-threatening medical emergency (such as being unresponsive) must <b>immediately notify a Registered Nurse (RN) or Registered Practical Nurse (RPN).</b></p> <p>Defibrillators are located on the wall opposite to the elevators at both Homes</p>                                                                                                                                                                                                                                                                                                                                                                      |
| Green          | Evacuation                          | <p>An evacuation of the Home may occur due to fire (CODE RED) or other type of emergency.</p> <p>The most senior staff member on site will lead the emergency response until the Administrator or the Manager-on-Call arrives on site and takes over responsibility for leading the emergency response. In an emergency where evacuation becomes necessary, exit the Home immediately and <b>follow staff direction.</b></p>                                                                                                                                                                                                                                                                                                            |
| Orange         | External Disaster/ Shelter in Place | <p>An external disaster may be a disaster in the community around the Home or a natural disaster or extreme weather event. In these types of emergencies, <b>staff will provide direction</b> including any shelter-in-place strategies.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Emergency Code | What does it mean?                   | How does this affect me?                                                                                                                                                                                                                                                                                                                      |
|----------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yellow         | Missing Resident                     | <p>The Charge Nurse is responsible for coordinating the search for any missing resident.</p> <p>If you identify a missing resident or see a resident in an unsafe area (furnace or sprinkler room), <b>contact a member of staff immediately.</b></p>                                                                                         |
| White          | Violent Outbursts/ Aggressive Person | <p>If you witness a person having a violent outburst, <b>contact the Charge Nurse immediately.</b></p> <p>Otherwise, if it is safe to do so, remove yourself from the area where the CODE WHITE is happening.</p>                                                                                                                             |
| Black          | Bomb Threat                          | <p>To ensure the safety of those who live and work at the Homes, all bomb threats and unidentified suspicious objects shall be treated as real and serious threats that requires immediate attention.</p> <p>If you discover a suspicious object or receive a bomb threat while at the Home, <b>contact the Charge Nurse immediately.</b></p> |
| Brown          | Chemical Spill                       | <p>If you discover a chemical spill, <b>contact the Charge Nurse immediately.</b></p>                                                                                                                                                                                                                                                         |
| Grey           | Loss of Essential Services           | <p>The Home may experience a loss of power, water, gas, heat and cooling systems, critical function (elevator) or technology (nurse call system).</p> <p>In these types of emergencies, <b>staff will provide direction.</b></p>                                                                                                              |
|                | Floods                               | <p>If you discover a flood (or your service causes a flood), <b>contact the Charge Nurse immediately.</b></p>                                                                                                                                                                                                                                 |
|                | Boil Water Advisories                | <p>Staff will provide direction and place signage on all faucets to indicate if the water is safe to use.</p>                                                                                                                                                                                                                                 |
|                | Gas Leaks                            | <p>If you discover a gas leak (or your service causes a gas leak), <b>contact the Charge Nurse immediately.</b></p>                                                                                                                                                                                                                           |
| Silver         | Active Attacker in the Home          | <p>A term used to alert staff of an individual with a weapon inside the Home that represents a threat of aggression or violence and requires immediate response. <b>A police response is required.</b></p> <p>In these types of emergencies, <b>when it is safe to do so run, hide, defend and follow police direction.</b></p>               |

# INFECTION PREVENTION AND CONTROL (IPAC)

While in the Home it is important that you follow routine infection prevention and control practices to reduce the chance of making those who live and work in the Home sick:

- **Practice proper hand hygiene.** Hand hygiene means washing your hands thoroughly with soap and water or using an alcohol-based hand rub. Alcohol rubs are most effective on visibly clean hands and dispensers are found throughout our Homes. Practice hand hygiene before you enter the Home, before and after you enter a resident's room, after using the washroom, or any other time your hands are dirty.
- Understand that **infectious diseases can be transferred** from one person, object, or animal to another
- **Don't attend the Home when you are sick** (or leaving if you start to feel unwell). The Homes have signage posted at entrances and throughout the Home that lists the signs and symptoms of infectious disease
- **Practicing respiratory etiquette when coughing, sneezing or blowing your nose:**
  - Turn your head away from others
  - Maintain a two-metre separation from others
  - Cover your nose and mouth with tissue
  - Sneeze into your elbow and not hands
  - Throw tissues immediately into waste after use (such as blowing your nose)
  - Perform hand hygiene immediately after handling or disposing of used tissues
- **Use personal protective equipment** (like a mask) if required or directed by staff, and dispose of personal protective equipment used as directed by staff
- **Keep the Home clean** by disposing of any garbage using the waste disposal bins provided, and following the homes' cleaning and disinfection practices

# RESIDENTS' BILL OF RIGHTS

3 (1) 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 from neglect by the licensee and staff.

## 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 wellbeing 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.

**Alternate formats or communications supports are available upon request.**

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