



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 2.25

DEPARTMENT: Maintenance

SUBJECT: Nurse Call System

APPROVAL DATE: November 2022

REVISION DATE:

REVIEW DATE:

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PURPOSE:

The nurse call system operation will be tested and confirmed not more than monthly to ensure proper operation for the safety of all residents, staff and family.

PROCEDURE:

As per the Fixing Long-Term Care Home Act:

Communication and response system

1. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
 - a. can be easily seen, accessed and used by residents, staff and visitors at all times;
 - b. is on at all times;
 - c. allows calls to be cancelled only at the point of activation;
 - d. is available at each bed, toilet, bath and shower location used by residents;
 - e. is available in every area accessible by residents;
 - f. clearly indicates when activated where the signal is coming from; and
 - g. in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff.
2. A licensee is not required to comply with clause (1) (e) until 12 months after the coming into force of this section

The Manager of Corporate Facilities or designate will check the following:

Monthly:

1. Inspect all call bell cords (rooms, washrooms, showers) for proper operation.
2. Inspect all hallway signal lights for proper operation.
3. Inspect master control station lights for proper operation.



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4. Check audio signal for proper operation.
5. All devices, locations, tests, and staff undertaking tests shall be documented and recorded.