



Caregiver Roles & Responsibilities

Caregivers play an important role in supporting the health, comfort and well-being of residents living in long-term care. A caregiver may be a family member, friend or paid support person chosen by the resident, their Substitute Decision Maker (SDM)* or a person with Power of Attorney**.

What caregivers do

Caregivers help support residents by:

- Providing social, emotional, psychological and physical support
- Working in partnership with the care team to support the resident's health and personal goals
- Helping communicate the resident's needs, preferences and concerns
- Visiting the home at any time (including during outbreaks), in accordance with Public Health and Ministry of Long-Term Care guidance



What we ask of caregivers



To help ensure the safety and well-being of all residents, caregivers are expected to:

- Discuss the resident's routines and care needs with the care team so activities remain safe and appropriate
- Work respectfully and collaboratively with the resident and care team
- Be considerate of all residents, families and staff
- Follow the Code of Conduct and Resident Bill of Rights
- Follow infection prevention and outbreak procedures at the Apotex Centre, as required
- Sign the resident out with the care team when leaving the home and sign them back in upon return
- Inform the care team of any changes in the resident's physical, emotional or behavioural health
- Report any incidents, concerns or safety risks to the care team
- Respect the resident's privacy and confidentiality
- Avoid visiting if feeling unwell

A caregiver does not make decisions for the resident unless they are the Substitute Decision Maker (SDM) or have been appointed as the Power of Attorney for Care**.*

The SDM is a person who is authorized under Ontario laws such as the Health Care Consent Act and the Personal Health Information Privacy Act to give or refuse consent on behalf of a person who is incapable of making a decision about treatment or about the collection, use, or disclosure of that resident's Personal Health Information (PHI), including the method in which PHI may be communicated or transmitted. The SDMs must make decisions according to criteria established in law. The SDMs can make decisions about treatment, but they are not expected to directly participate in the resident's care.

Attorney (POA) for Personal Care - is a special kind of SDM, who has been appointed by a person through a Power of Attorney document to make personal care decisions when the person is found to be incapable of making a decision. Personal care decisions include decisions about healthcare, housing, safety, nutrition, hygiene, or clothing.

