

## **What Services Do We Offer?**

We deliver non-medical services to clients living in their own home and communities to assist in the maintenance and retention of their independence and well-being. Our services include:

### **Personal Care**

We provide assistance to clients to perform their self-care activities, which they normally do on a daily basis including:

- ◆ bathing and washing hair;
- ◆ basic skin care;
- ◆ oral hygiene;
- ◆ grooming and dressing;
- ◆ toileting and incontinence care;
- ◆ mobility assistance;
- ◆ transferring and positioning;
- ◆ feeding and special diets; and,
- ◆ medication reminding.

### **Homemaking**

We help clients with certain key life tasks they need to manage in order to live independently at home including:

- ◆ light housekeeping;
- ◆ laundry;
- ◆ linen changes;
- ◆ meal preparation;

- ◆ transportation for appointments, errands & shopping;
- ◆ medication reminders;
- ◆ transportation;
- ◆ shopping, appointments;
- ◆ recreational activities & outings;

## **Companionship**

Our Companionship services provide non-medical, basic supervision to ensure a client's safety and well-being. Personal or hands-on care is not provided in this category. Some activities Companions perform include:

- ◆ providing friendship and emotional support;
- ◆ talking listening, sharing experiences;
- ◆ playing games/cards, reading to clients;
- ◆ helping to keep clients in contact with family, friends and the outside world;
- ◆ providing transportation and escort assistant to medical appointments, grocery store and errands;
- ◆ accompanying clients to recreational and/or social events;
- ◆ teaching/performing meal planning, preparation and serving;
- ◆ reminding client to take their medication; and,
- ◆ reminding clients to start or finish their meals.

## **Caregiver Respite**

Our Respite services provide relief to primary Caregivers (e.g., a spouse, son, daughter, friend or relative) a break from providing supportive and supervisory care to someone who is dependent on their presence or assistance. Respite can be for a few hours or a

few days depending on the individual situation. It can be provided occasionally, or periodically on a regular basis.

Respite will enable Caregivers to:

- ◆ deal with a crisis;
- ◆ take a planned, brief absence, such as a vacation;
- ◆ deal with their own medical issues (e.g., appointments, procedures);
- ◆ have an opportunity to rest, relax and catch up on sleep;
- ◆ spend quality time with friends and family; and,
- ◆ take time for themselves to exercise, shop, do personal care, and run errands.

Respite services, which we can provide to when Caregivers are absent include:

- ◆ assistance with personal care activities (e.g., oral care, bathing, dressing, mobility, and grooming);
- ◆ medication assistance (e.g., reminders, removing medications from Blistopax);
- ◆ homemaking (e.g., cleaning, laundry);
- ◆ meal preparation and clean-up;
- ◆ help with exercises (e.g., range-of-motions exercises); and,
- ◆ promote well-being (take out for walks, conversation).

## **Friendly Reassurance**

Friendly Reassurance provides regular contact with homebound people via telephone, digital means or in-home visits to assure their well-being and safety. Generally, contact is made by telephone and/or home visit based on the individual client's Service Plan. The goals of friendly reassurance are to:

- ◆ assure a client's safety, well-being, comfort;
- ◆ provide social interactions; and,

- ◆ provide companionship.

Friendly reassurance promotes peace-of-mind for clients and their families. In the event of an emergency, “9-1-1” is called and relatives are notified.

## **Live-In Care and 24-Hour Care**

Live-In Care and 24-Hour Care are provided to individuals who cannot be left alone at any time. Often, these people are housebound. Support is provided 24-hours a day, 7-days a week, 365 days per year. Live-In support offers an alternative to Assisted Living Care where services are provided in a facility setting. Generally, people who require Live-In Care, have:

- ◆ temporary health conditions, which will improve in time (e.g., Traumatic Brain Injury);
- ◆ chronic conditions, which require increasing support with age and deterioration of condition (e.g., Multiple Sclerosis);
- ◆ terminal conditions, which result from injury or illnesses and will not improve (e.g. Cancer).

The Direct Care Workers assigned provide personal, social and domestic care and supervision at a level, which is appropriate to the individual client.

## **Transportation**

Transportation services are offered to eligible clients using Agency, private and client-owned vehicles, providing the transportation services are specified in the *Care Plan* and other specific criteria are met.

Before any transportation services are approved, you are required to read, accept and sign the Agency’s *Transportation Liability Waiver* form, which absolves our Direct Care Workers or any Agency Representative from all claims, which may arise from operating a Motor Vehicle, in which you are riding.

If you ask an Agency Representative to transport you in a vehicle that you own or provide, you must show proof of valid vehicle insurance prior to being transported. In addition, the Agency Representative will observe the vehicle to ensure its safety equipment is in good operating condition. If the vehicle appears to not be in good working condition, the Agency Representative will refuse to drive it. Prior to being transported, you must ensure that a copy of your Health Insurance information is with you in the vehicle, in case of an emergency.

In addition to our regular service fees, you will be charged a mileage rate for transportation services when a vehicle provided by the Agency or an Agency Representative is used.

## **What Services Don't We Provide?**

- ◆ We do not provide skilled medical services (e.g., Nursing, Speech Therapy, Physiotherapy, Occupational Therapy, Medical Social Worker).
- ◆ Our Direct Care Workers do not perform any tasks that require heavy lifting, going up ladders or working outdoors.

## **What Insurance Coverage Do We Carry?**

We carry insurance to cover:

- ◆ General Liability Insurance for protection against bodily injury, property damage and personal injury.
- ◆ Professional Insurance Liability for protection should professionals (e.g., Nurse, Occupational Therapist) cause errors or omissions (mistakes) while performing their duties.
- ◆ Bond

## **Who Can Benefit from Our Services?**

Certain segments of the population will find our services especially beneficial including:

- ◆ people who are:
  - frail; elderly; and housebound;
  - terminally, chronically, or acutely ill;
  - physically or mentally challenged;
  - recently discharged from hospital;
  - family Caregivers; and,
  - accident victims;
- ◆ individuals needing assistance with, or guidance in, developing life skills; and,

- ◆ anyone without the time or desire to handle their own home needs and maintenance.

Our services are available to private citizens and a wide range of agencies, institutes, corporations, groups, and all-level governments.

## **What are Our Service Rates?**

- ◆ We charge a variable rate based on:
  - the type of care or service needed;
  - when it is provided; and,
  - where it is delivered.
- ◆ There are no costs for our initial visit and “non-medical” assessment, but a charge may be levied if a Nursing Assessments is needed.
- ◆ Mileage fees may be applicable in some circumstances.
- ◆ Costs are worked out and discussed with you prior to commencement of service.
- ◆ In some cases, a deposit is required.
- ◆ We give two weeks written notice of any changes to our service rates.