



CLIENT CARE PACKAGE.

It's good to be home.

It's our center. We know it. It's our safe place.

www.stayathomenursing.com



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Comprehensive Healthcare at Home



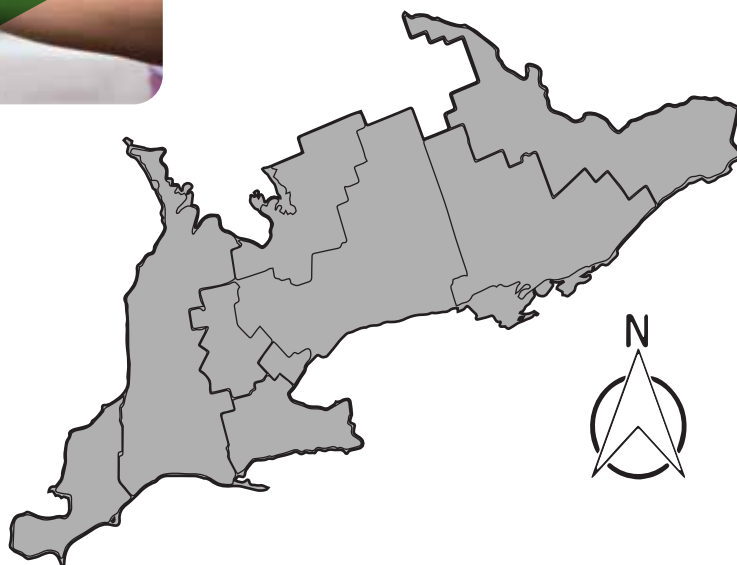
It's good to be home. And if we are met with a health challenge we naturally want to deal with it at home. It's less stressful. It avoids an additional layer of unfamiliarity and tension. And it drives better health outcomes. But this critical role of homecare in the healthcare ecosystem has never been as defined or recognized as it needs to be. And in fact its role and criticality are only growing and intensifying as our population ages, rising rates of chronic diseases persist, and post-pandemic ripples are still being felt.

If we truly want to improve our healthcare experience and outcomes then we need to recognize that homecare necessarily plays a core, foundational role within it. And from this understanding and recognition, we can build and continually evolve comprehensive healthcare at home.

And so we know this to be true: ***It's good to be home***

At Stay At Home Nurse, we understand this deep connection to our home and its crucial role in better health outcomes. We're not only building a team and company to deliver on this promise but are passionate about being part of the bigger change...about making a difference in individuals' lives, but also helping drive change at scale, to make comprehensive health at home a reality. Come join us. Make a difference. Be part of the home team.

We are one of Canada's fastest growing home care providers, offering support across Southern Ontario to allow our clients to Age Gracefully, or enjoy Medical Recovery in the comfort and safety of their home.



Stay at Home Nursing Care Services provides care and support throughout Toronto Central, Hamilton, Kitchener, Guelph, Waterloo, Burlington, Oakville, Mississauga, and St. Catharines-Niagara.



Ageing Gracefully

 **PERSONAL CARE AND ASSISTANCE**

 **NURSING CARE SERVICES**

 **COMPANIONSHIP AND RECREATION**

 **HELPING OUT AROUND THE HOUSE**

 **MEAL PREPARATION AND DIET PLANNING**

 **DEMENTIA AND ALZHEIMER'S CARE**

 **PALLIATIVE CARE**

We understand that with age, comes challenges. Day-to-day activities that were once taken for granted, now take time and effort. Whether it's tasks around dressing oneself, taking a bath, or light exercise, one of our caregivers can be there to help assist when things get a little too hard. By creating a plan with close observation and dialogue, we can come together to build a compassionate and dignified strategy that will be safe and comfortable for your loved ones.



PERSONAL CARE AND ASSISTANCE

Our qualified and professional caregivers are here to help aid and continue your loved one's independence in their community by providing physical and cognitive assistance with everyday personal tasks.

Stay At Home Nursing can provide assistance with daily routines to help create a dignified and safe environment so your loved ones can remain where they want to - in their home.

Our Personal Care and Assistance services include:

- Assisting With Daily Routines
- Appointments
- Shopping & Groceries
- Outings
- Physical Activities
- Religious services
- Family Events

NURSING CARE SERVICES

Our nursing team is there to help create a medically safe environment at home for chronic disease management. A key objective is helping promote the maintenance or improvement of any conditions our clients face, and education for the client and family

Our Nursing Care services include:

- Assessment and goal planning
- Medication Administration and tracking
- Wound care assistance
- Post surgical care
- Pain and symptom management
- Infusions
- Enteral feeding

COMPANIONSHIP AND RECREATION

Homecare is not simply healthcare – we are there to build a relationship and offer companionship with our clients. Loneliness is one of the greatest sources of stress in our life, and stress has a huge impact on our health.

Our Care Managers will work with our clients and families to try and find things they love to do – maybe they haven't done them in a while as they get a bit harder to do. But there are always ways to find fun in life if we are creative.

Our Companionship and Recreation services include:

- Outings and social events, getting out to community centres
- Exercise, walks, fresh air, swimming
- Games and puzzles
- Music singing and dancing
- Helping to connect to family - near and far

HELPING OUT AROUND THE HOUSE

Staying at home comes with a number of chores – chores that get more difficult as we get older. Our caregivers can help with any aspect of home care to help our clients stay at home, safe, healthy and happy.

Our homemaking services include:

- Light housekeeping
- Dishes
- Change and cleaning of linens
- Laundry assistance
- Vacuuming
- Dusting
- Springtime light garden work



MEAL PREPARATION AND DIET PLANNING

Eating well is critical, and as we get older, or are on our own, taking the time for healthy and satisfying meals becomes a chore that many seniors give up on. But nutrition is medication – healthy eating will help boost the overall immune system and well-being.

Our Personal Care and Assistance services include:

- Meal planning
- Grocery assistance
- Education on food choices
- Preparing specialized diets
- Cooking your favourite recipes
- Dining together

DEMENTIA AND ALZHEIMER'S CARE

Watching a loved one slowly losing memories or other cognitive abilities can be very difficult for spouses and children. The speed and type of decline can vary in every individual case, and behavioral changes can make it very difficult for family members to take on the burden of caregiving.

Relationships become responsibility – Stay At Home Nursing Dementia Care trained caregivers help take on that responsibility so you can spend quality time with your loved one.

Our services include:

- Coping strategies for families and caregivers
- Engagement techniques to improve communication
- Helping create a safe and familiar environment at home
- Respite care for primary caregivers
- Meal support
- Medication reminders & tracking
- Physical activity planning

PALLIATIVE CARE

More and more Canadians are choosing to remain at home, surrounded by loved ones for their final days. Our team at Stay At Home Nursing will work with the client and their family to help promote their comfort and quality of life in a dignified environment.

Our Palliative service include:

- Nursing care
- Pain control and medication management
- Symptom management
- Personal care services
- Respite for family and caregivers to rest



Medical Recovery

Be fully prepared and supported after hospital discharge

Transitioning from the hospital to home after an illness or surgery can be a stressful and difficult process. Though it may seem that the worst is over, there is always the risk that a patient may not be able to properly take care of themselves during this recovery time and end up back in the hospital.

Stay at Home Nursing Services will alleviate the stress caused by discharging a loved one after a hospital visit resulting in an effective and speedy recovery.

- Reduce the Risk of Injury & Complications
- Prevent Readmission to the Hospital
- Get the Proper Care and Support

We understand how important it is that a patient gets the proper assistance required after a hospital discharge. By planning ahead, we can make recovery as comfortable as possible every step of the way.

Be reassured that your loved one is in good hands with one of our compassionate home care support workers that will tend to their needs. Let us deal with the difficult tasks while they can focus on the healing.

Respite Care

Our caregivers provide support when you need it most

Being the primary caregiver for a loved one can be rewarding – but it is also challenging. It can be physically and emotionally draining, and this stress can make you less able to provide this essential care. Respite care can give you a much needed break to recharge your batteries and make you a more effective caregiver.

With Stay At Home Nursing we work closely with you as the primary caregiver to understand the exact details of care needed and follow your direction to allow for consistent care. Often primary caregivers of older family members, or of children or adults with physical or cognitive challenges will be entitled to respite care through OHIP.

This allows for families to extend care for additional private pay respite hours with consistent caregivers familiar to them and their loved ones.



Health System Navigation and Support

When we are faced with health difficulties, whether they are gradual or sudden we are usually unprepared for them. Navigating the advice of doctors, specialists, nurses, friends and family is confusing and often contradictory, even more so while you are ill.

We are suddenly thrust into a world of appointments, tests, advice, prescriptions, procedures, uncertainty and anxiety. Even with the support of friends and family it is difficult to stay on top of everything we need to do.

Healthcare professionals and the healthcare system in Canada is structured around institutional care, pushing us to hospitals, assisted living, long-term care, or hospice care, when all we want to do is be at home. We need someone to help be our advocate and guide through these difficult decisions.

At Stay At Home Nursing our Healthcare Navigators will work with you and your family, helping to look at options for publicly funded care, community support, and private care as needed. Our Navigators have worked with thousands of clients, and understand how the healthcare ecosystem works, and will use that experience along with tools to help consolidate and coordinate your care across all the different members of your healthcare team.

Consider medical records and its timely exchange and access to help client outcomes. This is still far too complex and slow, with clinics, specialists, hospitals and homecare often working with only fragmented, isolated segments of information. It needs to evolve to a centralized and personalized infrastructure across healthcare players to support homecare and client health outcomes. Your Navigator will help you with that, bringing the advice, prescriptions, and planned procedures together in a single simplified plan that guides you from home, to clinics, to hospital, and back home again.

At the heart of homecare it is, and always will be, about people. Your Healthcare Navigator will not just help guide you through the system, but educate and empower you to reach your health care goals, whether it be maintenance of your condition so you can stay at home, or improvement so you can regain greater independence.






Healthcare At Home versus Long Term Care

Care Comparisons

Ask almost anyone, and their preference is to stay in their safe and trusted home for as long as they are able. But this choice is difficult, especially as it gets harder for us to manage the activities of daily living.

We have to consider the availability of publicly funded care versus private care versus leaving our home for an assisted living or long term care facility.

Care Bundles	Help around the house	Daily support for living	Nursing Care & intense support
	3 visits a week for 3 hours/visit <ul style="list-style-type: none"> - Meals and housekeeping - Socializing and outings - Medication review and reminders - Errands and appointments 	5 visits/week 4 hours/visit <ul style="list-style-type: none"> - Everything in Help Around the House - Assistance with ADL's - Chronic condition treatment - Exercise and activities 	35 hours of caregiving, 4 hours of Nursing care <ul style="list-style-type: none"> - 2-4 weekly Wellness checks by a Nurse - Medication administration - All the support from daily support
Staying in your own home			
Estimated monthly	\$1,600 - \$2,000	\$3,600 - \$4,500	\$7,300 - \$9,200
Estimated 5 year	\$96,000 - \$120,000	\$216,000 - \$270,000	\$438,000 - \$552,000

Cost Comparisons

Moving into Assisted Living or Long Term Care comes with Real Estate Costs, Legal fees, Moving costs, Storage costs, and Future Loss of Equity on your home. Unfortunately families often have to add in costs for private care service on top of the costs of the facility. Costs can range from \$6,500/month to \$18,000/month.

In Home Care	Over 5 years comparison	Selling & moving into Assisted Living
\$120,000 - \$552,000		\$390,000 - \$1,080,000



What to Expect from a Care Consult



At Stay at Home Nursing, we understand that the decision to seek home healthcare is significant. That's why our care consults are designed to put you at ease, providing a personalized experience that caters to your unique needs.

Step 1: Understanding Your Needs

Our experienced care consultant will visit you at your convenience. We'll discuss your health needs, daily routines, and any specific requirements.

Your comfort and privacy are our top priorities.

Step 2: Professional Assessment

A comprehensive assessment to understand your medical and wellness needs. We take into account doctor's recommendations, medications, and any therapies.

Our goal is to create a care plan that enhances your quality of life.

Step 3: Customized Care Plan

Based on the assessment, we craft a personalized care plan. Whether it's skilled nursing, therapy, or daily assistance, we tailor our services to you.

We ensure our plan aligns with your lifestyle and preferences.

Step 4: Ongoing Support and Adaptation

Continuous monitoring and adaptation of the care plan as your needs evolve. Regular check-ins to ensure satisfaction and address any concerns.

We are committed to your well being every step of the way!



Making a Meaningful Match

Bringing someone into your home, whether for yourself or a loved one is a big decision. Much of the care and support our clients need come from caregivers known as Personal Support Workers. The individuals that do this role are a massive, critical sector for the healthcare industry as a whole that lack formalized recognition as a trade and a service. Being a hairdresser or a barber has greater licensing requirements. The nature of the work is often part time or casual, with salary going up or down depending on client requirements, work hours that can be any time of day or night, and demanding a dedication and commitment to caring unlike any other profession.

When considering homecare for you or your loved one you can often find private caregivers to come into your home, or work with smaller agencies that you might find online. The burden of ensuring the skills, training, and reputability of the caregiver is up to you to determine. Or you can work with larger agencies that treat caregivers like transient gig workers that come and go with high turnover rates.



For comprehensive healthcare at home to work, you need an agency like Stay at Home Nursing, that encourages continual education of our caregivers, and links that training and skills development to financial incentives. So whether it's improved training on infection prevention and control, palliative care, or dealing with dementia, it is an ongoing journey and progression.

All of our caregivers are profiled on defined and observed skills they have or gain through their career with us, and a personality profile that we do for both our caregivers and clients to create a meaningful match, that is rewarding and satisfying to both the caregiver and the client.

Our goal is to help transform the caregiving industry to encourage professionalism, consistency and continuity of care for our clients.



Getting Parents to Accept Help



Sometimes the most difficult part of getting help is admitting you need it. After living a full life of love, and loss, achievements and challenges, losing our independence is often the most difficult one we will ever face. Unfortunately the Canadian system pushes families to be institutionalized and infantilized – losing freedom and dignity. Staying at home is the choice almost anyone would prefer – but accepting that we might need assistance can be challenging.

Engage a Stay At Home Nursing Healthcare Navigator or a professional such as a physician to help guide your loved ones to understanding their needs. Oftentimes an outside professional can be less stressful for your loved ones in discussing this.

Hire a Caregiver for basic household chores to let your loved one's grow comfortable with having someone in their home, without intruding on their dignity.

Work with the more independent parent to provide support and respite for them. Alternatively focus on other caregivers and the burden that they are carrying – this will often be more of an influence than trying to convince the individual that they need help.

Tour a few nursing homes as an alternative. Give them the choice of whether they want to stay at home with assistance, or go into a facility where they can get the help they need.

Give it a trial for a certain time for example 3 months and evaluate then.

Discuss Money and let them know that their comfort and happiness is far more valuable than a few extra dollars of inheritance.

Map out their goals – often the greatest fear is losing independence or leaving their own home. Help them understand this is their choice to maintain independence.

Frequently Asked Questions

Are your services only for seniors?

Stay at Home Nursing helps people from infants to seniors and everywhere in between. If you want to stay in the comfort of your own home, we are there to help in any way needed.

Do you provide services in facilities?

Yes. Sometimes you may find the support or services in the facility my loved one is staying in is not sufficient for the complex need or level of care we want for them. In these cases we are glad to provide supplementary services no matter where your loved one is.

How are Caregivers selected?

After you have sat with one of our Care Managers to discuss your needs, a detailed care plan will be developed and reviewed with you. Based upon that we will work to determine if you need nursing staff or personal support workers or both. Creating a meaningful match that will bring joy to both the caregiver and the client can be challenging, but our experienced Care Managers will bring their insights, along with advanced matching technology that looks at the skills required for the required care, caregivers who have those skills, and a personality match we call Persona 2.0, looking at personality profiles we have for each of our caregivers and ones we develop for the client in conjunction with the client and their family. Finally we encourage both client and caregivers to be honest if the match is not ideal - bringing someone into your home should be a relationship of trust.

Will I have the same caregivers all the time?

At Stay at Home Nursing we strive for consistency and provide a small team of regularly assigned caregivers. We usually want a minimum of two or three assigned caregivers to provide backup in case someone is unavailable. If there is ever a case where one of your regularly assigned caregivers are not available we will find a suitable replacement, and notify you in advance.

Can I change my schedule?

Our phone lines are open 24/7 should there be a need to contact us or change a schedule due to appointments, family commitments or anything else that comes up. Our job is to support and empower you to reach your health goals, and if possible regain some independence. Whenever you anticipate a change, please just call our Scheduling team.



What happens if I have an emergency?

In the case of a true emergency, you must always call your local emergency services, usually at 911. Our office is available 24/7 and will do whatever we can to help you, whether it means adding in extra support during an illness or support when a primary caregiver is unavailable. You can call anytime and our team will be happy to help.

What will my Care Manager do? Can I change my Care Plan?

Your Care Manager is there to help provide you a detailed care plan that is mapped to your goals. Our experienced Nursing Care Managers will do an initial care consultation with you to understand your goals and help advise and navigate the various options available to provide that support. In many cases, if there are publicly funded care options available we will work to help you investigate those first to provide the best care at the best cost for you. The care plan we develop is a shared plan that can change and evolve any time it is needed to. Our Care Manager will come for regular visits with you and your family to discuss and review your progress towards your goals, and as we achieve them, work to identify the next goal.

Can my Family participate in care?

Absolutely - this is in fact encouraged. Oftentimes family or friends may be supporting as primary caregivers, or secondary back up support. Ensuring they are aware of the care, and progress is always good. In our Family Room Portal, the client or their power of attorney can decide who can log in, and what they can see. This may include all details of the care, including the care team, the current services being provided, the full schedule of upcoming visits, and details of the care plan. Or we can restrict this to any subset - maybe you just want to share the schedule with a friend, but not the full details of the medical care being provided.

Through our integrated family portal, approved individuals can request new services, schedule changes, or updating of tasks, care plans, or medication. They can view forms, vitals, care updates and details of the care, or submit updates themselves. You can also rate the care team through the portal and provide feedback on the quality of care being provided.

Do I have to sign a contract for a minimum amount of visits?

After creating the care plan with the family, clients or their power of attorney will sign a service agreement detailing out the care expected. Although we will agree on a frequency of service and details of the care, this can be changed at any time with a minimum of 48 hours notice, whether to cancel or change a single visit, or if care is no longer required at all.

What kind of screening checks do you provide on your caregivers?

Every caregiver is carefully screened with a vulnerable sector background check, insured, and bonded, with details of all credentials and expiration dates maintained. We work closely with our Nurses and Personal Support Workers to encourage continuous skill development.



What Are People Saying About Us

★★★★★ *Menjit Dhillon*

My experience of Stay At Home Nursing has been excellent. Riley and Lisa have lots of patience and continued to find the right PSWs for my dad who has dementia. Trish, Arashdeep and Olawale are a great fit for my dad. They provide caring service and are heroes.

★★★★★ *Liz Smith-arbour*

We have PSWs come to take care of our daughter. Honestly they've all AMAZING!!!! 5 stars is not enough!.. I have also spoken with a few people at the office and met a couple and they're amazing too!!! A company full of kind, empathetic, supportive Staff! We are so lucky!!!!

★★★★★ *Pete Mclaine*

Stay at Home Nursing is an exceptional company!!! The care they have shown in looking after our Mum has been fantastic!!! All the care givers from Maggie to Pam to Richard have been exceptional !!! They love my Mum which has been so reassuring to our family !!! We all highly recommend Stay at Home Nursing and can not thank Robert and Lisa enough !!! Thank you for the care and attention to detail you have provided to us !!! All the best !

Next Steps

Once you set up your care consultation, our Care Designer will meet you at your requested location and date and time to discuss your needs and answer any questions you may have. This usually takes between 30-90 minutes, and is completely free with no obligation. We are here to help you.

Call or email us anytime for your free care consultation

1.888.558.3603

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visit our website for more information
www.stayathomenursing.com

