



How We Care Guide



Welcome to Nurse Next Door's How We Care Guide.

Everything You Need to Know About Home Care.



Since 2001, Nurse Next Door has been a premium home care brand committed to Making Lives Better — for our clients, their families, and everyone we meet.

Thank you for trusting us with the care of your loved one. We look forward to having one of our Care Designers connect with you and your family soon!

In the meantime, we've created this guide to let you know what to expect at your Caring Consult, and how our unique approach to care differentiates us.

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What to Expect at Your Caring Consult

Thanks for booking a Caring Consult with Nurse Next Door. At your Consult, we'll chat more in depth about you or your loved one's needs and come up with a customized Care Plan.

Here's what to expect:



Our Care Designer will come to visit you at home or on a virtual call to get to know you better. The Caring Consult typically takes 60-90 minutes.



They'll do a comprehensive assessment of physical, emotional and situational needs.



They'll also ask about passions, hobbies and interests so they can find a Perfect Match with the Caregiver.



Based on their assessment, they'll create a holistic, customized Care Plan to provide the very best care.



Safety is of primary importance to us. Before starting care, we will also conduct a safety assessment of the home. Depending on your needs and services, we may also conduct a nursing assessment to further determine any medical requirements.

Caring Consults are available in:



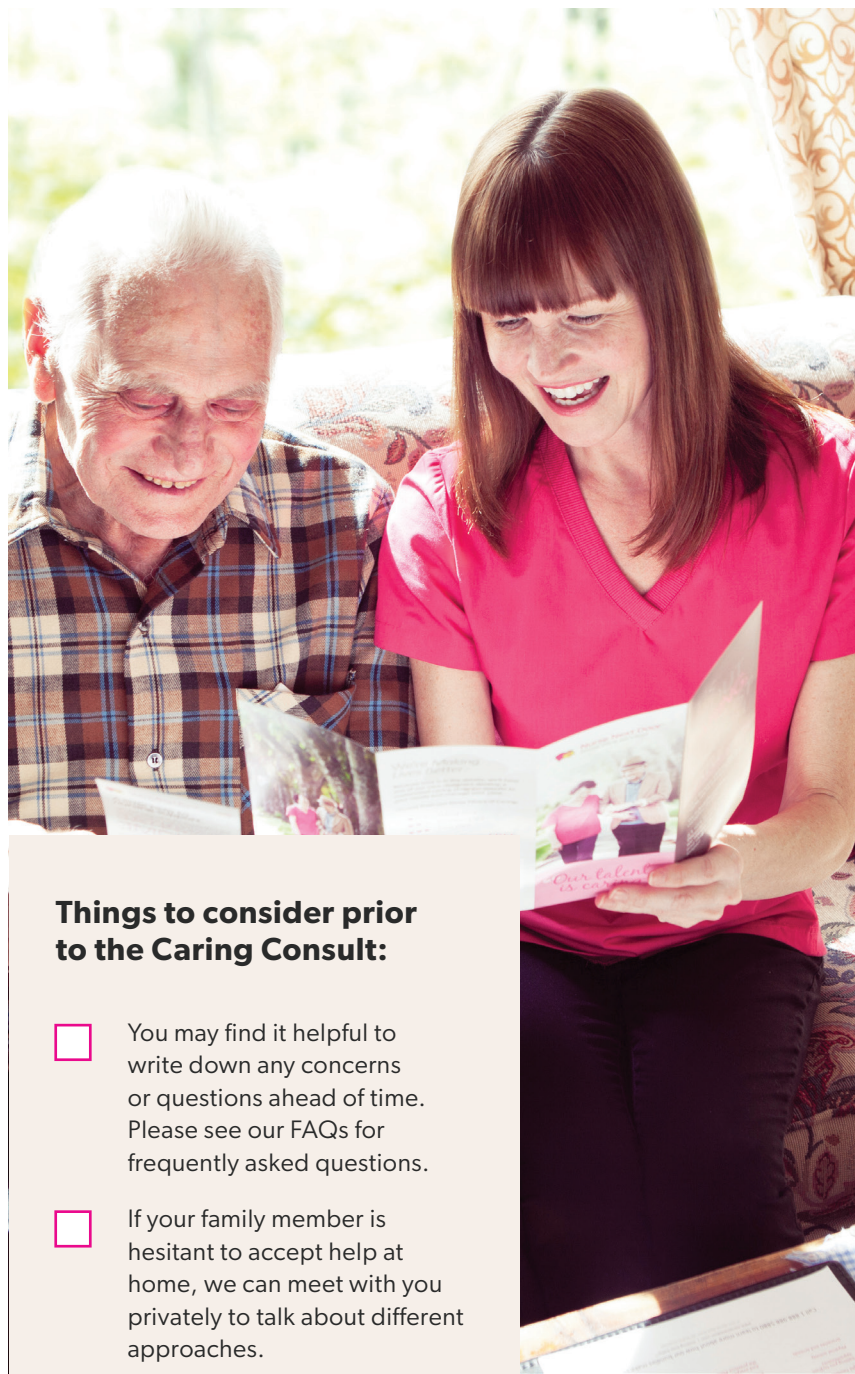
Virtual call*



In-person visit

* At participating locations

There's no obligation to move forward with Nurse Next Door's services after your Caring Consult. It's just an opportunity to get to know each other better, introduce us to your loved one, and talk about next steps. And it's free!



Things to consider prior to the Caring Consult:



You may find it helpful to write down any concerns or questions ahead of time. Please see our FAQs for frequently asked questions.



If your family member is hesitant to accept help at home, we can meet with you privately to talk about different approaches.

Nurse Next Door — Dedicated to Making Lives Better.

Going the extra mile.

We believe seniors can age safely and happily at home. Our Care Team goes the extra mile to make life better for you and your loved one.

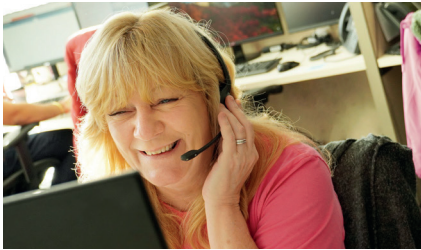
**Our brand promise: Whatever it takes to
bring you peace of mind**

Whether you need a helping hand a few hours a week or a full-time Caregiver, we can set up care with as little as 24 hours' notice. Your Care Plan is customized to your unique needs, and we manage everything every step of the way.



**To reach our scheduling team,
call us anytime, 24/7:**

Call 1-905-247-9600



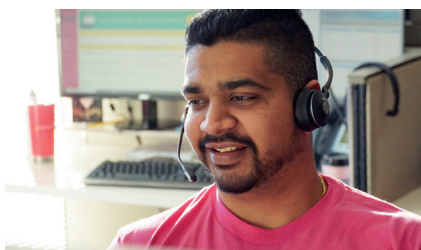
Open 24/7

Sleep easy knowing you can reach us around the clock. If you have an urgent question or concern, you can always speak to one of our live, experienced Care Specialists, even at 3 o'clock in the morning.



The Perfect Caregiver Match

We pair clients and Caregivers based on their personalities, interests, special requests, and even language preferences. Think of it like bringing in a new friend



Attendance Monitoring

We monitor all visits 24/7 to make sure Caregivers have arrived on time and your loved one is safe.



Dedicated Care Management

We provide you with dedicated access to a Care Designer, who attends all first visits, conducts reassessment visits, continually manages the Care Plan, and provides ongoing communication and progress reports to families.

If you're with a location that provides nursing services, they'll even coordinate the Care Plan in conjunction with other health providers, and help you navigate the complexities of the healthcare system.



No Request Too Big or Too Small

We don't like to say "no", and we want you to feel comfortable asking us for anything at all. Wondering if we can change the schedule, stay an extra hour, or just bring Dad a watering can for his plants? We'll find a way to make it work. Just ask and you can discuss with your Care Team.



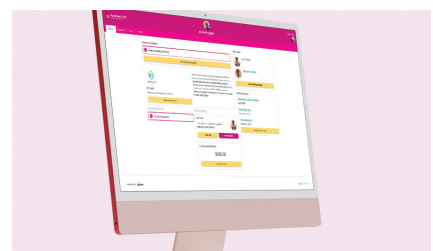
Peace of Mind

We do whatever it takes to make sure your loved one is safe and happy. We respect and listen to our clients and make sure that we're always meeting their needs.



A Unique Happier Aging® Philosophy

Nurse Next Door Caregivers find out what clients love to do, and find creative ways to make it happen.



Family Portal

A secure, online website that provides families access to client care including client schedules. Family Portal allows clients and their loved ones to stay connected and engaged in their care anywhere, at any time.



Happier Aging®: Beyond Basic Home Care

*It's about caring, not just
health care®*

At Nurse Next Door, we believe that seniors want more than just having their basic needs met. They want to feel happy, have a sense of purpose and make their own choices about what they want to do.

That's where Happier Aging® comes in. Nurse Next Door Caregivers find out what clients have always dreamed of doing — or a passion they had when they were younger — and find creative ways to make it happen. This could mean learning how to cook a new dish, visiting the local aquarium, or having a Hawaiian-themed celebration on the patio. **We go above and beyond to bring happiness into our clients' lives.** To find out more, have a look at our [Happier Aging® videos](#).

Frequently Asked Questions

1. How much do your services cost? Are they covered by my insurance?

Cost varies by location and needs, so you can get a better idea of what to expect when you meet with a Care Designer during your Care Consult. Insurance coverage varies, depending on your plan. Please consult with your insurance broker or benefit plan to determine coverage.

2. Are Health and Safety protocols in place?

We follow local health authority guidelines with regards to screening, testing and self-isolation procedures and personal protective equipment requirements.

3. Are your Caregivers vaccinated in regards to COVID 19?

Should you wish to have a Caregiver who is fully vaccinated, we are happy to accommodate.

4. Do you provide services to seniors who are living in long-term care facilities or assisted living facilities?

Yes. Sometimes people discover that the assistance provided in a facility is not enough to enable them to remain independent. At Nurse Next Door, our Caregivers can provide services to you or your loved one in facilities such as hospitals, long term care, assisted living facilities and retirement communities.

5. Are your services only for seniors?

No. While seniors constitute the majority of our clients, we also provide services to the entire age spectrum—from newborn babies to seniors—including those with developmental or medical challenges.

6. How does the cost of having in-home care compare to the cost of living in an assisted living care facility?

Depending on your needs, the costs associated with in-home care services can be comparable or less than the costs of an assisted living facility. Choosing Nurse Next Door allows you to remain in your home and maintain your level of independence within a comfortable and familiar environment. We design your care and services to both meet your current needs and plan for future needs.

7. How are Caregivers matched with clients?

Once our Care Designer completes your Caring Consult, they will determine the type of care you need. Based on their assessment, they will select a Caregiver who not only has the suitable skills and experience, but is a good match in terms of personality, interests and needs.

8. Will I have the same Care Team all the time?

At Nurse Next Door, we strive for consistency of care and provide regularly assigned Caregivers. If your Caregiver isn't available, we will ensure a suitable replacement is found and will notify you in advance.

9. What if I need to cancel service?

We understand that you may need to change your schedule or cancel service, and with adequate notice, we work to make those accommodations. However, if cancellations occur outside of our cancellation policy you may incur service fees. Your Care Designer will review your client services agreement during the Caring Consult.

Frequently Asked Questions

Continued.

10. What if I need to speak to someone at Nurse Next Door after business hours?

Our Care Specialists are available around the clock: 24 hours a day, 7 days a week, 365 days a year. You can call at any time and one of our Care Specialists will be happy to assist you.

11. How is the Care Plan created? Can it be changed?

Ideally, you and/or your family will participate fully in the planning of your care. Sometimes information is obtained from your family physician, hospital staff, or other health professionals. Our Care Designer will create your Care Plan by identifying specific goals that are responsive, flexible and in line with your care needs.

You will have a copy of the Care Plan in your home. Your Caregiver will follow the plan and update the notes with any progress and changes. Your Care Designer will conduct regular visits to your home to ensure that you're fully satisfied and the care is meeting your needs. They will also ensure you and your family are well-informed of any changes or a need for reassessment.

12. Is there a minimum commitment with service?

After our Care Designer completes your Caring Consult, they will suggest the type and frequency of services based on your needs. If you agree to the Care Plan, you will be asked to sign a client services agreement prior to the initiation of services. Our Care Designer will review the entire agreement with you and your family.

13. Are your Caregivers insured?

At Nurse Next Door, all of our Caregivers are insured.

14. Finding the right kind of home care can be difficult. While hiring a private caregiver might seem like a good idea, make sure you know you can count on them, and that you're clear on what you're paying for. **Here are some of the questions you should consider prior to hiring any Caregiver:**

What kind of background and screening checks do you conduct for your Caregivers?


At Nurse Next Door, every Caregiver is carefully screened and goes through both a criminal background check and vulnerable sector check, as well as reference checks. We confirm and verify our Caregivers' educational credentials and ensure, on an annual basis, that every nurse is registered and in good standing with their respective College of Nurses.

What if the Caregiver injures themselves while in your home? Does the Caregiver have coverage for workers' compensation?

Despite everyone's best efforts, accidents can happen in any workplace. Every Nurse Next Door location provides workers' compensation coverage for their employees and is registered with the Workers' Compensation Board/Workplace Safety and Insurance Board. This protects employees from the financial hardships associated with work-related injuries and occupational diseases.

Who will handle the payroll for the Caregiver and ensure that mandatory government deductions are made?

Every Nurse Next Door location ensures their Caregivers are paid on time, and that mandatory payroll deductions are made in accordance with government regulations.



You're one
step closer to
complete peace
of mind.

*If you have any other
questions, give us a call at:*

1-905-247-9600

Now that you've booked a Caring Consult, the next step is to **meet with our Care Designer** to chat more about your loved one's needs, conduct a home safety assessment, and create a customized Care Plan.