

# Exceptional Care

*from our family to yours*



A full range of support and care services for those with physical, health, or memory challenges.

At Right at Home Canada, we pride ourselves in offering a full range of exceptional support and care services for those with physical, medical, or memory impairment, at home, wherever home is to them. Right at Home can supplement the support already provided by family members, government resources or retirement residences.

**We can do everything from making a pot of soup, to 24-hour nursing care, and anything and everything in between.** So, whatever kind of help is needed – a companion, transportation, hands-on care, nursing care, dementia support, end-of-life or respite care – we can assist, with full flexibility to change as your family’s care needs change.



## Much more than “just a home care company”

Our commitment to a professional, relationship-orientated care experience for both our clients and caregivers alike is our key difference. We also provide a variety of other helpful products, such as incontinence products, adaptive clothing and personal emergency devices.

## A world-wide family

Our focus on delivering innovative and adaptable support with authenticity and accountability has allowed us to grow to over 700 Care Offices around the globe. Yet our local, grass-roots approach ensures we live in your community and provide support as though it were our own family.

**Our 360-degree approach to home care and over 25 years experience means exceptional, creative service solutions designed just for you, with your input, by your own expert Right at Home Care Planner.**

## Collaborative, Flexible Approach

Our goal is to enhance, not replace, the care that the government and family can provide. We fill that gap between where government care leaves off, and what a family wants or needs for a loved one.

We can be a small or large piece of the “care puzzle” and we can assist you in navigating changes as they come. And best of all, Right at Home support can change, increase or decrease at any time.



# Your Own Care Team

## At the heart of our industry-leading care is your Care Team;

a small, hand-selected group of our professional Caregivers, led by your Care Planner and dedicated to caring for your family. This means always the same faces, trusting relationships and a true understanding of the person and family we support.

### Professional Caregivers





*a team of trusted individuals*



### Your Personal Care Planner

*your personal care concierge*

The Right at Home commitment to professional caregiving sets the bar high. Our rigorous, best-in-the-industry standards ensure safe,

-  We conduct a national background check and education verification specifically for Right at Home.
-  We ensure our Caregivers are members of, and in good standing, with their associations.
-  We expect the highest degree of professionalism, skill and heart in everything our Caregivers do.
-  We provide continual education opportunities to ensure that our Caregivers stay informed, educated and passionate about their field.

Every Right at Home client family is provided their own personal Right at Home Care Planner.

Whether you know exactly what you need or want, or have no idea where to turn, your Right at Home Care Planner is your personal advocate and capable expert, there to help you explore all of your options.

We can craft a one-of-a-kind, creative and budget-conscious care solution as unique as your family and as flexible as you need.

Nothing is too big or too small to ask! Your Right at Home Care Planner can also help you navigate the healthcare system, access other resources, or take the lead and ensure a seamless coordination of services.

# Modern Care Solutions

## Personal Care

### Nutrition and Wellness

Making meals and ensuring proper medication management to promote health

### Physical Challenges

Skilled support to assist with mobility, promoting capability and independence

### Daily Rituals

Personal care assistance for hygiene and health

## Companion Care

### Social Engagement

Making days more fun and enjoyable

### A Clean Home

Light domestic support for a clean and healthy home environment

### Safety and Security

Support for those at risk of falls or wandering

## Nursing Support

### Medical Needs

Nursing services for wounds, foot care, ostomy and complex care scenarios

### Medication Management

Our nurses assist with medication administration at home, while keeping medication worries off your family's plate. This includes: Medication set-up & administration, I.V. administration, Infusions and Injections (such as insulin, etc.)

## Specialty Care

### Dementia and Cognitive Change

Specialty-trained teams committed to engaging, meaningful support for those experiencing cognitive challenges

### Special Care Scenarios

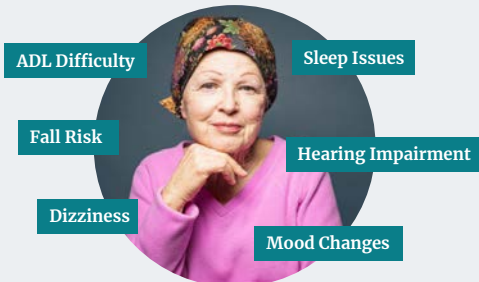
Auto accidents(MVA), workplace injuries, hospital discharge support, post-surgical assistance cancer support

### End of Life Care

Making final months, weeks or days meaningful and comfortable

## New Service Offering

## RightCare



RightCare+ is our same great in-person home care services taken to another level with the help of Sensi.AI.

Sensi uses a series of small devices to provide your Care Team with an added understanding of your loved one's physical, emotional, and cognitive needs through an "always-on" 24/7 virtual care insight technology.

Whether it's a physical issue such as falls, pain, possible urinary or respiratory changes or cognitive health issues like memory impairment, Sensi automatically detects and alerts your Right at Home Care Team to take necessary actions.



# Q + A

## How do we fund Right at Home's care?

Our services can be covered by a variety of sources including: Insurances (health benefits, health spending accounts, accident, long term care); family/joint family funds; trusts and estates; real estate equity. All of our professional care services are also eligible for the Health Care Tax Credit.

## We already have government funded care. How do your services fit in?

We fill the gap between what government care and family can provide, and what our client family needs or wants for a loved one.

## Do we need to sign a contract?

No. We are here to provide as much or as little support as needed. Typically, we require a minimum per visit, but no contracted number of hours per week, or duration of service. We are on your schedule.

## My son needs around-the-clock care. Can you provide this?

Yes, we can provide anything from short-duration to 24-hour care, and anything in between.

## Can we get services in hospital or retirement homes for when we can't be there?

We can provide service wherever home is at that moment, and/or move with our client as needed.

## How do I get service in place? How fast can I get care?

Call us anytime and your Care Planner will be there to help. The more time we have to hand-select the best Care Team, the better. However, we can often put service in place in a very short timeframe. Call us. We are happy to discuss your specific circumstance.



*Thank you Right at Home for not just being a service, but being part of the family.*

Rebecca L.



A+



Canadian Home Care Association

## Serving Kitchener Waterloo and Guelph

In your home environment, in hospital, rehab facility, retirement residence and long term care.

Call us for a free, no commitment assessment and to meet your community Care Planner.

**519.279.0888**

[www.rightathomecanada.com/kitchenerwaterloo](http://www.rightathomecanada.com/kitchenerwaterloo)