



CLIENT **CARE PACKAGE**

IT'S GOOD TO BE HOME.

IT'S OUR CENTER. WE KNOW IT. IT'S OUR SAFE PLACE.



www.stayathomenursing.com

HELLO AND WELCOME!

Thank you so much for engaging with **Stay at Home Nursing**. We know this is a very important set of discussions and decisions that you want to make. To give you a little background on us, please note that we are a well-established home care and nursing services company (founded in 2017) have delivered close to 250,000 hours of care in 2024.

At **Stay at Home Nursing** we understand that the opportunity and honour to enter your home is a big one – and we take it seriously. Our commitment to training and certification of our staff, and a culture of respect, continuous growth, and truly caring are core to who we are.

We've not only built 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, and also helping drive change at scale, to make comprehensive health at home a reality.



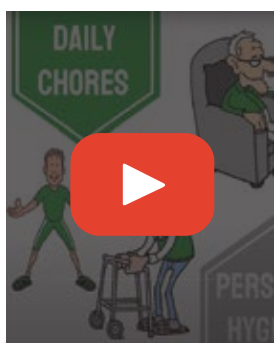
WHEN HOME CARE IS THE RIGHT CHOICE?

Home care is highly personalized care and services that allows individuals to maintain their independence and familiarity while remaining in their home environment. A Personal Support Worker (PSW), or a Registered Nurse visits with the client on a scheduled set of visits but also enables urgent response and support if needed.

The familiar home environment provides a sense of security, independence, and emotional well-being for individuals receiving care. Research shows that being in a familiar environment can improve overall health, happiness, and recovery from medical or health issues. Family Members can also choose to remain involved in the care process while maintaining a close connection with the individual receiving care (typically more easily than in a Long Term Care or a Retirement environment). This personalized nature of Home Care allows for a tailored approach that can adapt to changing needs and preferences over time.

Assistance around daily living or medical care should be centred and evolve around a Personalized Care Plan. This is an important step for our discussion with you, or your loved ones around their unique situation, needs, and support required.

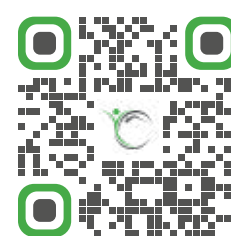
To help you better understand how Home Care can support you or your loved one, we've also created a few short videos and resources. Feel free to explore them at your own pace:



*Short
Videos*



*Home Care vs
Long-term Care*



*Home Care
Funding guide*

KEY SERVICES DESIGNED FOR YOU

PERSONAL CARE AND ASSISTANCE

- Assisting with daily routine and providing personal hygiene assistance.
- Light housekeeping; cleaning up; linen changing; laundry.
- Maintaining a clean and safe environment.

COMPANIONSHIP AND RECREATION

- Help clients do what they love as well as deal with loneliness and stress.
- Outings and social events; such as getting out to community centres.
- Exercise – walks, fresh air.
- Helping to connect to family – near and far (can help set up video calls, or accompany clients to events).

MEAL PREP AND DIET PLANNING

- Meal and grocery planning with the client.
- Accompany and assist with visits to the supermarket.
- Meal preparation and cooking.
- Snack preparation or easy to re-heat meals for days without caregivers.

DEMENTIA / ALZHEIMER'S CARE

- Dementia-Care trained caregivers are matched to clients.
- Day-to-day management of dementia using the Gentle Persuasive Approach (GPA).
- Medication support and adherence.
- Organizing transportation.
- Medical appointments.

In addition to enabling Ageing Gracefully, we are also fully certified and staffed for

MEDICAL RECOVERY and ONGOING NURSING SERVICES

- Post-hospital or illness care.
- Wound care.
- IV/medications.
- Support for physiotherapy & rehab.

We also understand the need for support for family caregivers with

RESPIRE CARE / CAREGIVER RELIEF

- Short-term care blocks.
- Vacation support and back-up.
- Emergency fill-ins.
- Emotional support and check-ins.

When the caregiver is stressed or feeling burned out, it can impact the quality of care being given. Respite and Caregiver Relief benefits across clients and family members, and we want to support you around this.



HEALTH SYSTEM NAVIGATION AND SUPPORT

When we or loved ones 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.

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.



YOUR CARE JOURNEY WITH SAHN

Our next step to engage with you is a **Care Consult**, and here is what to expect:

STEP

1

UNDERSTANDING YOUR NEEDS

Our experienced Care Designers will visit you at your convenience. We'll discuss key health needs, daily routines, and any specific requirements. You and your loved ones' 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!

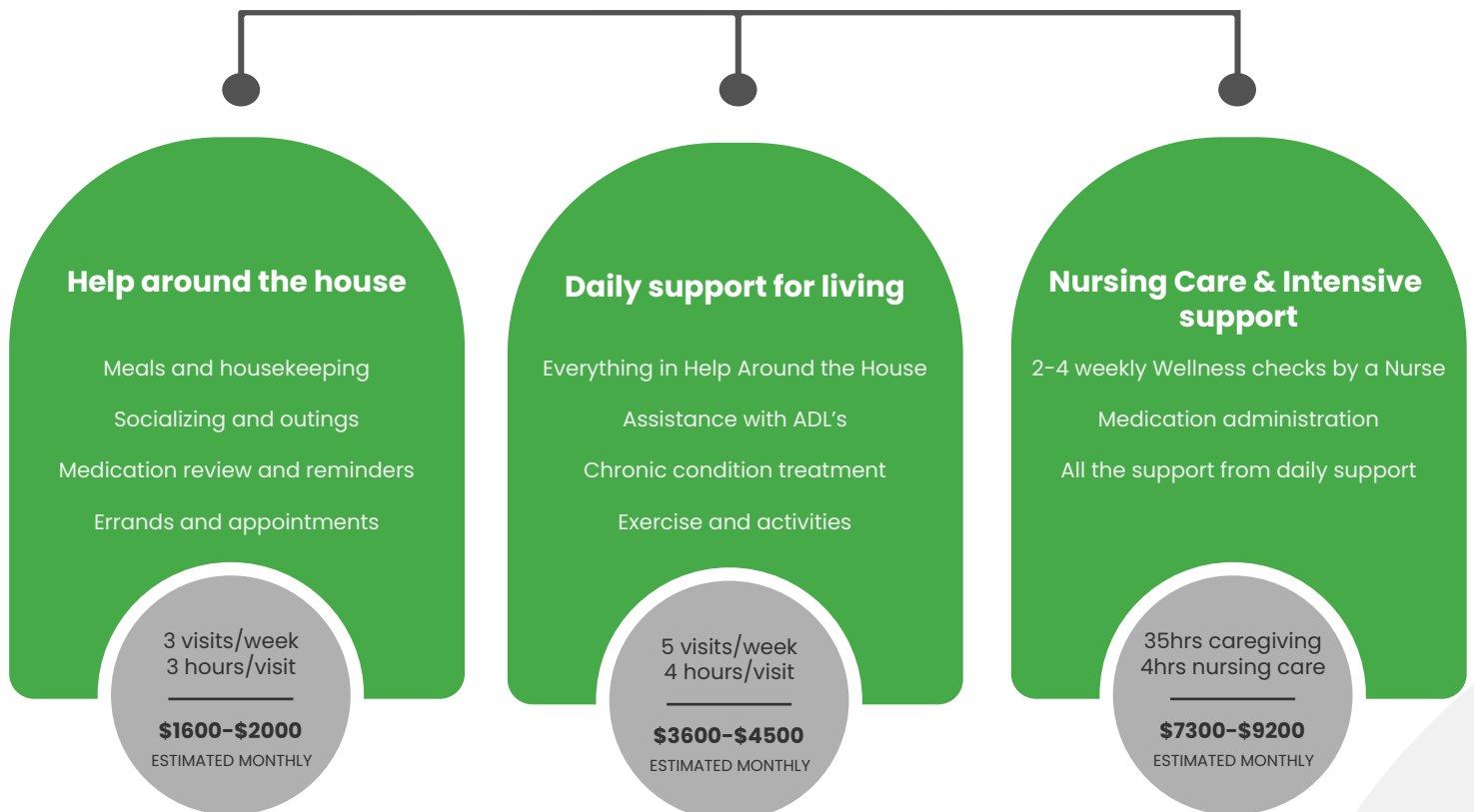
Once you set up your care consultation, our Care Designer will meet you at your requested location and date and time to discuss your needs and answer any questions you may have. This usually takes between 30-90 minutes, and is completely free with no obligation. We are here to help you.

FUNDING & RESOURCES

Your situation will be unique, and we will tailor a Care Package and service specific to that. We can look at only a few hours per week to support you or your loved one and can structure a proposal around that.

For most situations, and based on our experience, people want a structured, regular commitment of resources and support. With this in mind, the below are some basic guidelines to help you in your thinking and decisions:

CARE BUNDLES



Our approach is always to help clients maximize resources, and create the most effective resources, support and plan possible. Let's start a discussion around that!



WHAT TO EXPECT FROM OUR CAREGIVERS

At **Stay at Home Nursing** we have a deep commitment to culture and standards. Our environment is centered around Caring, Respect, and Continual Growth and Development. This means a consistent investment in our PSW's and Nurses, with regular training and skills upgrading.

We are also “Accredited with Commendation” from Accreditation Canada.



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 your loved one is staying in is not sufficient for the complex need or level of care you 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 met 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 process that looks at the skills required for the required care, caregivers who have those skills, and a personality match. 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 Designer do? Can I change my Care Plan?

Your Care Designer is there to help provide you a detailed care plan that is mapped to your goals. Our experienced Nursing Care Designer 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 as needed. Our Care Designer 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 overall progress is a good thing. 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 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. We work closely with our Nurses and Personal Support Workers to encourage continuous skill development.

TESTIMONIALS



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.

Menjit Dhillon



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!!!!

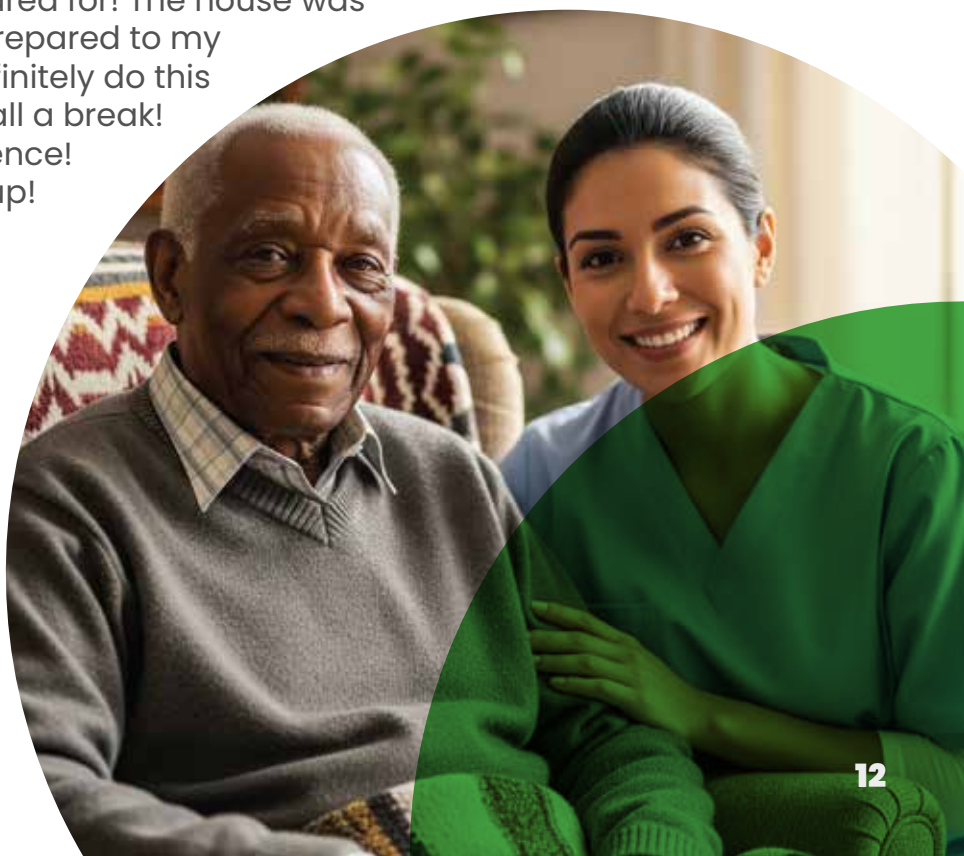
Liz Smith-Arbour



I would recommend Stay at Home Nursing Care Services! My mother needs 24 hour care and they came to the rescue to give us a break for 1 week! The staff were friendly and professional and did a great job! My mom was happy and very well cared for! The house was clean, laundry done and meals prepared to my mothers liking! Excellent!! I will definitely do this again and more often to give us all a break! Thank you for a wonderful experience! Robert was amazing setting this up!

Theresa Jim Boutilier

[Read more reviews](#)



CONTACT US

Book A free **Care Consult**



+1 (888) 558-3603



intakes@stayathomenursing.com



www.stayathomenursing.com



