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 www.atyourserviceforseniors.ca

Welcome to At Your Service for Seniors!

This brief introduction will take you through some examples of the kinds of services that we can provide, a few comments from our clients, a listing of the qualifications of our service providers (we refer to them as 'Associates'), and what you can expect in the way of paperwork. We hope this gives you the insight you need to decide how you or someone you love can receive the assistance you're seeking.



When you're ready to engage our services or if you have further questions, please contact us at **519-872-0875** or **519-873-0875** or email info@atyourserviceforseniors.ca. You can also look at our website www.atyourserviceforseniors.ca and read about all our services and our amazing Associates.

At Your Service for Seniors is a company created from the fundamental principle that seniors are to be honoured and respected. Our mission is to provide quality senior care from which friendships and mutual trust can be built. We strive to provide our clients with the best possible service while ensuring their dignity and independence are always respected. We have been in business for 19 years. Since inception, we have provided support to over 3000 seniors. Currently we have 70 Associates across the city ready to assist! The Better Business Bureau has given us an 'A+' rating. We have all the appropriate insurances and checks in place to assure complete confidence in our organization.



The best care, in the best place.

www.atyourserviceforseniors.ca



The Best Care in the Best Place

Our focus is on those daily activities of life which, if you cannot do, often means a move to a long-term care residence (i.e., nursing home!). Surveys which have been completed in both Ontario and the UK have found that roughly 2/3 of those admitted to a LTC facility have done so because they weren't able to manage their own cooking, laundry, shopping and/or cleaning. These are very easy hurdles to overcome!!

Cooking, Light Housekeeping, Laundry:

We do these chores your way, with your equipment and supplies to your specifications. You're in charge!

Transportation & Accompaniment:

We can get you to whatever destination you'd like, assist you while there and get you safely back home again. We shine best when we can be more involved in your outing but will also provide just the driving! You can also send us out to pick up your groceries, prescriptions, dry cleaning, etc. We can even put your groceries away! In addition to driving you in our car, we can accompany our clients on public transit (especially paratransit), or a taxi or wheelchair accessible taxi van to appointments, outings etc. If you like, we can also drive your car (and you save the kilometre fee!).

Companionship:

Everybody needs a friend, especially those that can't get out on a regular basis. Wherever you are (home, long-term care, hospital, retirement home etc.) we come to you and banish the loneliness from your day! We have much experience with dementia.

Personal Care:

Help to keep you feeling clean, fresh, and well dressed in your space. Assist with showering and other personal care related tasks.

We can also help with short term assistance while recovering from a surgery or in the transition from hospital to home.

Respite:

If you're the one providing the care, you need a break! We can support anytime you like - including overnight!

Life is too short to be rushing around & stressed. Let us lighten your load!



Other ways we can help:

- Get you a newspaper, your toothbrush, or pyjamas while you're in the hospital
- Feed your pet, take your dog/cat for a walk, or to the vet or to the groomer, clean the cat litter
- Put on a party for you. We can plan, serve, and clean up so you can have 'the girls' for lunch, a card game, a birthday party, or a special meal
- Return that outfit that doesn't fit
- Help you pack, help you unpack, help you downsize, streamline your closet
- Assist in understanding the bureaucratic world of Home and Community Care and public homecare
- Put up and put away your Christmas decorations (or birthday or Hanukkah or seasonal)
- Send out greeting cards, fetch your mail from the community mailbox
- Change lightbulbs/batteries
- Arrange appointments and sort out bills
- Help with your computer, tablet, smartphone, etc.

Outside the house:

- In the winter, we are happy to sweep snow off your porch and sprinkle sand/salt/ice melter to prevent slips and falls.
- In the warmer weather we can lightly weed and water your flower bed, plant some pretty annuals, or create a planter for the balcony or porch. We can also take out/bring in the garbage/blue boxes/green bin!

The most important contribution we give to seniors is the ability for them to regain their **"Can Do!"** attitude!

Qualifications of Associates

Our Associates come from a variety of backgrounds, but all share the common elements of a love for helping seniors, have excellent recommendations, are very creative and resourceful, have previous experience with the elderly and/or customer service. They also must have:

- **Current First Aid and CPR certification**
- **Recent police records check to ensure approval to work with vulnerable people**
- **An addendum on their vehicle insurance to carry paying passengers**
- **Clean Driver's Abstract**



- **At least 3 excellent reference checks from previous employers**
- **Be empathetic, caring, compassionate and patient, as well as an excellent listener.**

Insurance:

At Your Service for Seniors is covered by \$2 million commercial liability insurance as well as appropriate automobile insurance. Service providers are also covered by WSIB.

The Alayacare App and Family Portal

We are partnered with a cloud-based company, Alayacare, so visits, records, notes and more are in the cloud online in real time! Alayacare includes an option for clients, families and friends to access this information via a secure, HIPAA- compliant online Family Portal. This password protected portal enables clients and their families to stay closely connected to Associates and be actively engaged in care planning.

The Paperwork Process

Once you've decided that At Your Service for Seniors is right for you, we will arrange a "Meet and Greet" in your home. We can also accommodate an online Meet and Greet in teams or zoom as necessary. As able, the Associate that will be your support will attend to give you a chance to get to know the person and vice versa. We'll review the requisite paperwork:

- **Registration Form (if not already completed online)**
- **Service Contract**
- **Light Housekeeping Services**
- **Placeholding Form**
- **DNR Protocol**
- **Medication Assistance Form**
- **Photo Release Form**
- **HST Exemption Form**
- **Pre-Authorized Debit Form**
- **Safety Information Checklist**
- **Technology and Home Care**
- **Client Bill of Rights**
- **Additional Administrative Fees**

We'll also discuss the payment process and determine the first date and time of service. Please feel free to give us a call or send us an email if you have any questions. We are



always happy to help!

Frequently Asked Questions

What are non-medical homecare services?

- Companionship: Dementia care, Socialization, Medication Reminders, Exercise
- Personal Care: Bathing, Dressing, Hygiene Care
- Home Help: Light Housekeeping, Laundry, Organization, Light Gardening
- Transportation: Appointment Accompaniment, Shopping and Errands
- Food and Meal Preparation: Meal Planning, Meal Preparation, Grocery Shopping
- Communications Assistance: Letter Writing, Computer Assistance, Appointment Arrangement

Can someone drive me to an appointment if I use a walker or a wheelchair?

Yes! The At Your Service for Seniors Associate will arrive at your residence and help you to the vehicle (the Associate's or yours). If using your vehicle, the Associate will need to see current proof of auto insurance. For those situations where you must attend an appointment in a large or unfamiliar facility, this navigation assistance can be invaluable! We can help you every step of the way:

- Assist you into the car, assist with seatbelt if requested
- Pack walker/folding transport wheelchair into the trunk or back seat
- Accompany you to the appointment (and into the exam room/office/treatment room upon your request)
- Take appointment notes if requested
- Guide you back to the car and to your home

There is also the option of using a wheelchair taxi service in which the Associate would accompany you.

What is the cost and is there a minimum number of hours?

- The hourly non-medical rate is **\$39.50** per hour when receiving more than one hour of service in a 24hr period.
- Personal care services are billed at **\$41.50** per hour if receiving more than one hour of service in a 24-hr period.
- The minimum number of hours for each service visit is **one hour**. Time is then charged to the next closest quarter hour. If receiving just one hour, the rate is **\$44.00** for regular or personal care services.
- If the Client is also receiving services from Home & Community Care or some other subsidized organization, the HST may be exempted from in home services.



- For transport services there is also a fee of **90 cents/kilometre** starting from and ending at the client's home.
- Rates are also available for overnight care. Please contact us for details.
- The rate for the nine observed Statutory Holidays is at 1.5 times the regular rate.

Is the cost of services provided by At Your Service for Seniors tax deductible?

If the client has been designated "Disabled" by Canada Revenue Agency, he/she may be able to claim the cost of services provided by At Your Service for Seniors on his/her income tax form as eligible deductions.

Wouldn't it just be cheaper to go to a nursing home?

The approximate cost for a private room in a nursing home in Ontario is more than \$2,700 per month. By purchasing services from At Your Service for Seniors, in addition to medical assistance through Home & Community Care, you may be able to continue to enjoy your own home at a fraction of the cost of long-term care.

Doesn't Home & Community Care (formerly SW LHIN or CCAC) provide these services?

Home & Community Care does not provide the non-medical services provided by At Your Service for Seniors. We offer some personal care assistance as well. Unlike Home & Community Care, the time spent by At Your Service for Seniors is not limited but rather may be as much as the Client requests.

Is there a contract to sign?

Yes, we ask that individuals seeking services (or their representative) sign a legal agreement. This agreement includes references to privacy and confidentiality as well as billing protocol. It does not indicate a time duration; services may be terminated with 30 days' notice.

Would a different service provider come to my house each time?

No, we strive to connect one Associate with each Client. One of the key elements to our success is an emphasis on fostering a strong bond between the Associate and the Client that provides confidence and peace of mind for the Client. At Your Service for Seniors believes diversity strengthens our organization, and we hire Associates based on their skills, performance and potential, irrespective of their personal characteristics as protected by law, such as race, gender, age, disability, sexual orientation and socioeconomic background.



Comments from our clients

- *Nancy goes above and beyond to support my father He regards her as a family member and so do we! She is a very valuable and important part of our support team. Nancy cares for him in a loving and respectful manner and we couldn't ask for better care! ~ Beth*
- *What a great organization to know and how necessary for the community to have this service. The friendliness and willingness to help with my care has been amazing. I can continue to be in my apartment and feel secure for the services provided. ~ Cathy*
- *The services and support my mother receive are outstanding. Liz, who works with my mom, is an extraordinary person. She is kind, empathetic, accommodating, and goes out of her way to help my mom, not just with appointments but facilitating her enjoyment of life. My mother's life is richer for her involvement. My sister and I live out of town and Liz's involvement helps us to feel reassured about my mother's care and quality of life. We are so grateful for this service and Liz. A family member could not provide better support. ~ Susan*
- *Each and every person you chose to come to our home were a surprise and delight, always anticipating our needs in a friendly and respectful manner, sharing stories which helped us to feel comfortable and relaxed, always looking for things to do or ways to help us. We are so lucky and grateful to At Your Service, a truly professional and amazing company which we will highly recommend! ~ Anne*

