



HOME RETIREMENT SERVICES

Where with you and your love ones every step of the way
Providing quality of life dignity and trust

Personal Care Services

Your quality of life and safety should never be compromised because of your daily activities, such as bathing and dressing, are not as easy as they used to be. Our caregivers will provide the **Personal Care Services** you need - the way you want it done - to help you make the most of each day.

Our caregivers are individually screened based on knowledge, experience and personality. We select and recruit our caregivers to your needs and preferences to ensure that your caregiver is someone you can trust, who respects your desire for privacy and independence, and with whom you feel completely comfortable.

Our Personal Care Services include

- Morning Care and Bedtime Care
- Help with specific exercises to stay active
- Help with Bathing
- Help with Toileting
- Help with Dressing
- Medication Reminders
- Skin Care
- Personal Grooming
- Oral Hygiene
- Catheter Care
- Perineal Care

At no additional charge, our experienced Client Care Managers will also provide:

- Free In-Home Assessment to discuss your needs and wishes
- Regular review visits to oversee the care you receive
- Regular phone calls with family and professionals as required
- 24-hour on-call support for all questions and issues



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Home Support Services

It's Your Home. It's your freedom of choice

Your home is an extension of yourself. Receiving proper Home Support Services is critical to maintaining a comfortable, safe, and clean home - however, you want to ensure that your home is cleaned the way YOU want it!

Your home is special, and the way you like to have things arranged and cleaned is unique.

Our in-home assessment, our regular supervisory visits, and each and every shift our caregivers are there, you have the ability to request how things should be done!

Our Home Support Services may include the following tasks:

- Clean the kitchen.
- Clean the bathrooms.
- Clean all other rooms.
- Baseboards
- All the extras

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Companion Care Services

Everyone's in time needs or wants a warm and friendly companion can be essential to anyone's emotional and mental well-being. Using our unique in-home assessment, our Client Care Managers will select and match a companion to your personality preferences as well as your home and external needs.

We understand that you don't just need a friend. You want to ensure that someone is looking out for your safety, can help you on outings, and ensure all the little things around the house are

Rest assured that with our Companion Care Services, we will help find you someone that meets all your companion needs and ensure the care is properly managed!

Our Companion Care Services include:

- Companionship while in hospital or at home.
- Respite and overnight supervision while in hospital or at home.
- Cueing and supervising all Activities of Daily Living.
- Light Meal Preparation and supervision.
- Preparing grocery lists and grocery shopping.
- Accompaniment on outings & appointments.
- Regular Home Safety Inspections.
- Assist with care of pets.
- Assisting with hobbies and crafts.
- Interactive activities

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Nursing Care Services

Professional, Compassionate Care!

Dealing with your medical issues on an ongoing basis requires a special person who will take time to listen to your concerns and challenges, understand the pain you might be feeling, and ease any fears or tensions you may have as you are treated for your illness. Our nurses will take the time, in your home, to discuss these issues with you and explain any procedures in a patient and respectful way.

All of our nurses have current registrations, up-to-date skills and are fully bonded and insured. Our nurses are specially chosen for their compassion and desire to help improve your quality life and

We promise to work side by side with you during this challenging time and bring you and your family peace of mind by knowing a caring, experienced nurse is managing your care.

Our Nursing Care Services include:

- Medication administration
- Vital signs monitoring
- Wound care and dressings
- Catheter care
- Baseboards
- Palliative Care services
- Foot Care services also available

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Foot Care Services

Professional Foot Care with a Healing Touch!

Our ability to stay active and mobile is directly linked to the health of our feet. As we age, each of us has unique problems and challenges with our feet that may require a professional Foot Care Nurse, with a personal touch, to fix these issues and monitor them over time.

Home Retirement's Foot Care Nurses are all experienced nurses who have completed a specialized course in advanced foot care. They will visit you in your home, at your convenience, to speak with you about your feet and take care of any issues you are facing. By receiving this care in your home, you can properly relax your feet after care is provided to maximize your healing time.

Our Foot Care Nurses will provide the following services:

- A nursing assessment to help you understand your risk factors and identify foot problems.
- A foot massages to encourage circulation.
- You on taking care of your feet properly (see section below on Healthy Foot care Tips).
- Nail cutting.
- Corn and callous care.
- Ingrown toenail care.



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Alzheimer's Patient Services

After an Alzheimer's or dementia disease diagnosis, you believe the best care for your loved one is at home in familiar surroundings with less disruption in routines resulting in reduced confusion. Like the majority of devoted family caregivers, you take on the role of providing **Alzheimer's Care**. As a primary caregiver for someone with the disease, the effort begins to take a toll on your own physical and emotional health, family life and career. Families with the best intentions simply "burn out". Neglecting other responsibilities, lacking confidence in care giving skills, and resenting demands placed on your time, are a few predominate feelings experienced.

As the day-to-day demands increase, you seek respite care, but no one seems to understand the specialized needs of your loved one. Looking for providers with dementia care experience is often challenging and frustrating.

Home Retirement Services recognizes the importance of understanding and supporting those living with Alzheimer's disease and other dementia illnesses.

Alzheimer's Patient Services is often as important as healthcare, particularly when it enables a person with Alzheimer's disease to remain at home. We work with you to establish safe and more comfortable environments, trusting relationships and techniques to maximize independence for as long as possible for those with Alzheimer's disease. Our specialized approach of encouragement and assistance helps family members cope with the challenges of Alzheimer's disease.



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Home Medical Equipment Services

When you need rehabilitative care or have a chronic illness, you are not limited to a hospital or care facility. Today, you often can be where you feel the most comfortable-at home. Home Retirement Equipment provides the equipment and supplies you need to reach your optimal level of independence, health and comfort. We collaborate with other health professionals and you to enhance your quality of life.

Friendly, knowledgeable staff whether you need to rent medical equipment for a short time following surgery or purchase a CPAP machine to treat your sleep apnea, our staff will help you get the equipment or product that best meets your needs. We provide you with top quality customer service including competitive pricing, insurance verification and billing, home delivery and set up, education for you and your caregiver, comprehensive follow-up and service and repairs.

Home Retirement specializes in the sale, rental and service of:

- Sleep therapy equipment - CPAP/BiPAP
- Sleep therapy supplies and accessories
- Nebulizer equipment and supplies
- Walkers, canes and other items to keep you mobile
- Four-wheeled walkers
- Manual wheelchairs
- Post-eye-surgery chairs
- Compression garments
- Seasonal Affective Disorder (SAD) therapy lights
- Bathroom safety equipment
- Breast pumps
- Adaptive devices
- Lift chairs



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Meals To Go Services

Welcome to **Home Retirement Seniors Home Cooked Meals** we're just a phone call away. **Home Retirement Seniors Home Cooked Meals** is a small dedicated to helping seniors maintain good health, and remain in their own homes as long as possible. We do this by providing nutritious prepared meals or by helping seniors and their families find appropriate meal services all of which are offered at reasonable rates!



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Personal Emergency Response System

An emergency response call center service is available to help you and your family deal with crisis. Our emergency call center service operates 24/7/365 because emergencies come at any hour of the day. Efficient call handling of emergencies is essential to the success of your business. Critical calls require call handling expertise and messages delivered quickly to your on-call personnel. Our response service has a proven track record of efficiency by offering superior call center technology and trained operators that follow your protocol for emergency response.

Our emergency response call center offers redundant backups to make sure we will always be here when you need us. Our staff is knowledgeable and operates quickly in the event of an emergency with immediate responses to each call by following the protocol you set. We collect our client's information, document the caller's issue, and connect the caller with a representative from your company. This can mean patching the emergency caller through to you as well as texting the message to your cell phone or pager. And, after we have connected the caller to a member of your company, we will email you a record of the telephone call for you to keep on file. All calls are recorded to ensure data is accurately captured and randomly reviewed for quality assurance to ensure we are following your protocols exactly. Safety of our clients is our priority!



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24 hr Monitoring Management Program

We believe this means to help them fulfill their dream to stay active and productive in their aging years and to remain living in their own homes, keeping their families together for as long as it is financially and physically possible. By closely working with our clients and their families, Home Retirement Services is able to identify the problems, find the solutions and provide comprehensive at-home assisted living and geriatric care management services. If and when the time comes when living at home is no longer a viable option, Home Retirement Services geriatric care managers will assist you in the decision making process with all long-term care arrangements into a skilled nursing or assisted living facility. Our exclusive Eldercare Monitoring program assures that our aging clients receive the very best care possible, in any setting they choose.

Home Retirement Services provider of geriatric care management and at-home assisted living services for patients and families suffering from Alzheimer's disease, dementia or other memory impairments. Home Retirement Services is your single source for all of your senior care and geriatric care management needs. Whether you live across the street or across the country from your elderly family member, one telephone call will give you access to the finest elder care and geriatric care management services available. All levels of in-home eldercare services, including nursing and homemaker/ companion care are available with a professional geriatric care manager coordinating, monitoring and implementing all needed services. We serve as an advocate for your senior loved one and a surrogate for you.



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Subsidized Government Assistance

Home Retirement Services will work with many seniors and seniors' organizations in a number different ways. We know that the seniors population is increasing both in terms of total numbers of and as a percentage of the global population. We are aware of the special needs of seniors and are equally aware of the strong contributions seniors make to our community to keep it strong and vital.

We can assist you in finding information on the following services:

- Information
- Safety
- Transportation
- Housing/Home Support Services
- Police Services
- Health
- Recreation, Culture & Fitness

Respite Care

Numerous elderly people require assistance when applying for and receiving affordable housing, social security, food stamp and medical services. The Home Retirement Services helps to unite these seniors with the appropriate government agencies, financial services and health care providers to meet their needs.



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Health & Wellness Services

Home Retirement Services is designed to improve and enhance the lives of the residents within its service area. We offer the following services to help those seniors maintain a full and active lifestyle.

Nutrition

One of the Center's most important services is the nutrition program. A companion meal-delivery service is offered to qualified area.

Social Activities

Remaining active and connected to others is important to seniors' physical and mental-well being. At Home Retirement Services, seniors find a welcome, caring environment where they can meet and share time and activities with people their own age.

Recreation

Arts and crafts, social events, games, and trips to nearby attractions are sponsored by the Center. These and similar activities keep seniors challenged, engaged, and involved.

Education

The Center hosts a calendar of guest speakers who present topics of interest to seniors, such as aging, Medicare and Medicaid, crime, finances and health. A bimonthly newsletter contains the Center's schedule of upcoming events and informative articles for seniors. Using the latest technology, seniors have the opportunity to use computers and to access the Internet.

Federal Services

Numerous elderly people require assistance when applying for and receiving affordable housing, social security, food stamp and medical services. The Home Retirement Services helps to unite these seniors with the appropriate government agencies, financial services and health care providers to meet their needs.



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Live-In Caregiver Program

If you are unsure what the most cost-effective and beneficial care plan needed for you or your loved one is, please call us to schedule an assessment in the home.

Hourly Care

Our caregivers are available for a minimum of three hours a visit, whenever you choose. We are available 24 hours a day, 7 days a week to provide services. The schedule is the same each week, with certain exceptions.

Overnight Care

We can provide either awake and alert or sleep-in care giving services. This may allow the primary caregiver a restful sleep or peace of mind for the family. Caregiver may be woken during the night if assistance is needed.

Live-In Care

The caregiver lives in the house and assists or takes care of all of the required responsibilities needed for daily independent living. This ensures proper and compassionate care 24 hours a day.

24 Hour Care

The caregiver is awake and alert at all times for assistance. This requires two caregivers per 24 hour period.

Palliative (End of Life) Care

Our caregivers can assist with companionship and loving non-medical care through the final transitions.

Respite Care

When the primary caregiver needs assistance or a break, we can help. We can schedule consistent weekly visits or provide care during vacations.



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Care Management Services

Our unique **Care Management Services** is designed for those people who want to take care of their loved one during a health crisis, but who may find it overwhelming.

You have the desire and compassion to provide that much needed one-on-one care, but aren't sure if you are doing things properly or effectively. Home Retirement will work with you during this challenging time by coaching and training you on providing the proper care. We will always be around for guidance and support and will provide you with the necessary tools to do a great job!

After all, who better to provide compassionate, ongoing care to your

The Care Management Services includes all of the following services for one low price:

- Care Management Services, including Initial Assessment and weekly visits with an experienced Client Care Manager.
- Training and review on basic personal care techniques.
- Training on Home Retirement documentation.
- Ongoing supply of Home Retirement documentation.
- 24-hour on-call support for questions and urgent matters.
- Communication with other health care professionals.
- Aid in navigating the health care system.
- Arrangements for Home Medical Equipment and Supplies.
- Immediate response for additional care.
- Price is subject to change without notice.



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Seniors Transportation Services

At Home Retirement Services, we understand that finding timely, personalized, and friendly Seniors Transportation Services can be a major issue for many seniors.

Whether you need to get to your doctor's appointment or would simply like to go shopping or out for a leisurely ride, you want to deal with a Seniors Transportation Service that has drivers who understand your needs and will listen to your preferences.

Home Retirement Services offers many Seniors Care Services in Burlington to help you with your outings and appointments and ensure that you get to your destination safely. Our drivers are also health care workers who are experienced in dealing with many health care issues and will personalize the service to your needs.



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Affordable Travel Tours

Home Retirement Services is the largest tour operator specializing in fully escorted worldwide group tours for the mature traveler age 50+. With over 100 destinations and cruises to choose from, our tours offer the traveler choice, interesting itineraries, flexible pacing, good value, quality at affordable prices.

"Your safety and enjoyment is our priority!"

Our Tour Price Include:

- Home pick-up and drop-off (from most Canadian cities)
- All airfare and all airport taxes
- Carefully selected accommodation
- All gratuities (for hotels, drivers, guides & cruise staff)
- Most meals
- Insurance for cancellation and health while outside Canada
- Services of one of our cheerful experienced escorts
- Your holiday literally begins and ends at your front door



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Errands and Shopping

Does it feel like you're getting by on a "wing and a prayer"? Do you feel like there are simply not enough hours in the day? When you need to move "heaven and earth", it's time to call Angel Concierge!

What could you accomplish with a personal assistant who is on call 24/7?

We provide professional concierge services to seniors and persons with disability.

Some of our services include but are not limited to:

- Personal Shopping Services
- Business Services
- Errand Services
- Household Organization & Cleaning Services
- Special Events Services
- Senior Assistant Services

Doing it all, Simply and Efficiently is what we're all about.



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Long Distance Caregiving

If you are caring for an aging parent at a distance, you are not alone. There are millions just like you across Canada and the United States acting as "long-distance caregivers".

If you find yourself in the role of a long-distance caregiver, you may have feelings of guilt and uncertainty. We can help you better understand the situation as well as your care giving options.

Home Retirement Services professionals are available to stand by you to help you find the right elderly home health care solution to care for your parents from wherever you are.

Home Retirement Services professional Care Managers have enabled thousands of seniors to safely and securely stay at home for as long as possible. With experience, resources and dedication, Home Retirement Services can work with families anywhere around the world to provide senior care.

Whether it is performing daily or weekly check-ins and reporting, or escorting to medical appointments and keeping you updated, our caregivers can do whatever you need.



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Day Home Services

Home Retirement Services objective to help seniors maintain independent living. A day centre setting will provide an opportunity for seniors to meet with others outside their home environment. Services include nursing care, foot care, rehabilitation, occupational therapy, workshops, arts and crafts, recreation, special activities and outings. Transportation is provided by some of the centers. There may be a small charge to cover the cost of the meal and transportation per visit. Programs may vary from one centre to another.



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