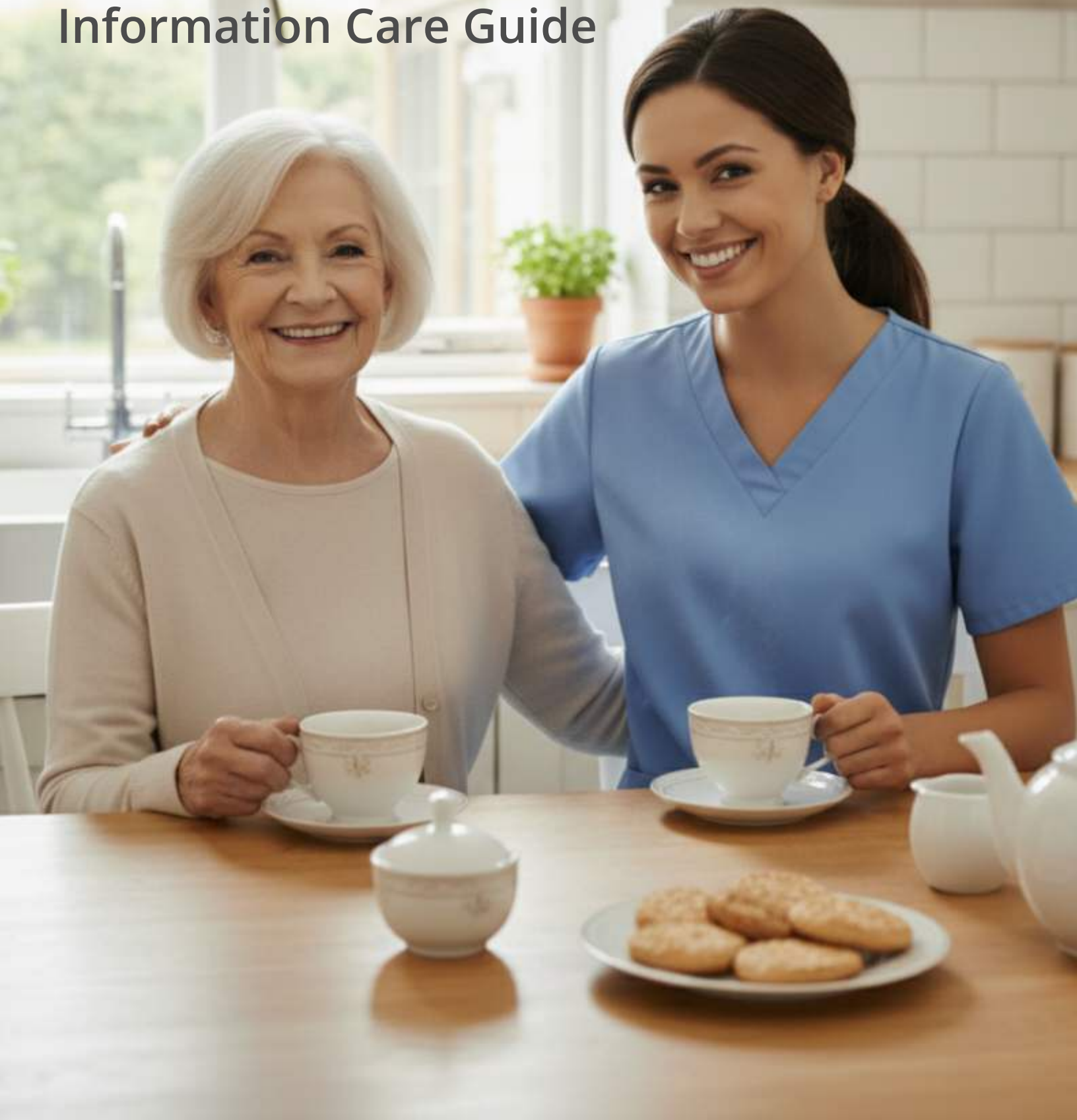


JUST LIKE FAMILY[®] HOME CARE

Information Care Guide



Welcome to Just Like Family Home Care Guide

Caring for Your Loved Ones Like Our Own



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Introduction

Just Like Family Home Care helps seniors stay in their home safely and comfortably, bringing peace of mind to the families we support. We care for every individual as we would our own loved ones so they can continue to enjoy their home while preserving independence and dignity.

We love what we do! Our valued caregivers are the heart of Just Like Family Home Care, ensuring the highest quality of support for families.

Our Core Values:

- **Home is Where Health Comes First** - Helping seniors stay home safely and comfortably
- **Professional Care** - RNs, LPNs, HHAs, and CNAs providing highest quality care
- **Just Like Family** - Personalized care plans tailored to your loved one
- **Peace of Mind** - 24/7 support with approved insurance providers

"We strive to be a helpful member of the family network by easing responsibilities, opening lines of communication, and offering methods of coping in times of struggle."

1. Does My Loved One Need Help? - Assessment Checklist

If you've noticed sudden or progressive changes in your loved one's home or lifestyle, it may be a sign they could use some help. This checklist can help guide your decision about whether home care services might be beneficial.

Home & Daily Living Concerns

- ☐ Empty fridge or spoiled groceries
- ☐ Decline in home cleanliness
- ☐ Unpaid bills or financial confusion
- ☐ Missed or forgotten medications
- ☐ Difficulty with household tasks
- ☐ Problems with meal preparation

Physical Health Concerns

- ☐ Trouble moving around safely
- ☐ Frequent falls or fear of falling
- ☐ Easily winded or fatigued
- ☐ Shaky or unsteady movement
- ☐ Decline in personal hygiene
- ☐ Lost interest in physical activities

Emotional & Social Concerns

- ☐ Becoming reclusive or isolated
- ☐ Less adventurous than before
- ☐ Communicating less with family
- ☐ Loss of confidence
- ☐ Increased forgetfulness
- ☐ Signs of depression or anxiety

Remember: Even if you've only checked a few boxes, introducing professional care can provide peace of mind and help your loved one maintain their independence safely. Our caregivers become trusted friends and valuable members of your family network.

2. How to Talk About Home Care with Your Family



Deciding what's best for your loved one requires thoughtful conversations. While it may feel overwhelming, introducing a caregiver is often an easy, seamless transition that brings tremendous peace of mind.

Questions for Family Members (siblings, spouse, adult children)

- What type of support does our loved one need most?
- Is there an ongoing medical condition that may worsen?

- Will family members share caregiving responsibilities?
- How do we plan to cover costs? (Insurance options available)
- Do we need temporary or ongoing care?
- Who will be the main family contact person?

Questions for Your Loved One (the person who will receive care)

- What do you feel you could use help with?
- What qualities are you looking for in a caregiver?
- What do you want to be doing every day?
- Do you have concerns about receiving care?
- What are your favorite activities and hobbies?
- How can we maintain your independence?

Remember: If your loved one is hesitant about accepting help, that's completely normal. We've included helpful tips at the end of this guide to make those conversations easier. Our approach is always gentle, respectful, and focused on preserving dignity and independence.

3. Our Free In-Home Consultation Process

There's no obligation to move forward after your consultation. It's simply an opportunity for us to get to know each other, understand your needs, and discuss how we can help your family.

What Happens During Your Consultation (60-90 minutes)



Step 1: Personal Assessment Our care coordinator visits your home to conduct a comprehensive assessment of physical, emotional, and situational needs.

Step 2: Interests & Personality Matching We learn about passions, hobbies, and personality to find the perfect caregiver match - like bringing in a new friend.

Step 3: Customized Care Plan Creation Based on our assessment, we create a holistic, personalized care plan designed specifically for your loved one's needs.

Step 4: Home Safety Assessment We conduct a thorough safety assessment to identify potential hazards and recommend improvements for a safer home environment.

Questions to Ask During Your Consultation

- How often should we receive care?
- What type of care will we need?
- How will we get care updates?
- What insurance options are available?
- Can we try care on a trial basis?
- How do you handle emergencies?

Available Options

- ✓ In-person home visit
- ✓ Virtual consultation
- ✓ Flexible scheduling

Completely Free - No obligation, no pressure - just an opportunity to explore how we can help your family.

4. What Makes Just Like Family Different

We go above and beyond caregiving services. Our mission is to treat everybody like a member of our own family, bringing peace of mind to families throughout Niagara, Hamilton, and Halton regions.

Just Like Family Philosophy We care for every individual as we would our own loved ones, ensuring they maintain independence and dignity in their own home.

Perfect Caregiver Matching We pair clients with caregivers based on personality, interests, and special needs - creating meaningful connections.

Online Client Portal Stay connected with real-time updates on activities of daily living and caregiver observations about your loved one.

Insurance Approved We're approved providers for Green Shield, Veterans Affairs, Family Managed Care, Provider Connect, and Medavie Blue Cross.

Flexible Scheduling From a few hours a week to 24/7 care, we customize our services to fit your family's specific needs and schedule.

No Request Too Small Whether it's changing a schedule, staying an extra hour, or bringing special items - we find a way to make it work.

"When you know the one you love is safe & happy with a caring companion... Life becomes more enjoyable"

LeeAnne and Jason Paul, Owners

5. Our Home Care Services

We provide quality care to help your loved one get back to doing the things they love while maintaining their independence in the comfort of their own home.



Personal Care

Comprehensive personal care assistance to help maintain independence with dignity.

- Bathing/Showering
- Dressing/Grooming
- Continence Management
- Mobility Assistance
- Transfers/Lifting
- Medication Reminders
- Alzheimer's Care
- Dementia Care
- Palliative Care
- Hospital Recovery
- Cancer Care
- Parkinson's/ALS/MS Care
- Respite Care

Companionship

Supportive companionship for individuals needing care and attention.

- Attending Outings & Ceremonies
- Read and Play Games
- Going on Walks
- Attending Family Engagements
- Medical Appointments
- Grocery Shopping

Home Support

Basic home care support to maintain a clean, safe, and comfortable living environment.

- Meal Planning/Preparation
- Light Housekeeping
- Laundry
- Ironing
- Changing Bed Linens
- Waste Disposal
- Gardening and Watering Plants

Overnight Care

Professional overnight care to ensure safety and peace of mind for the entire family.

- 24/7 overnight supervision
- Emergency response assistance
- Medication management
- Sleep support and comfort
- Morning routine assistance

24/7 Nursing Care

Professional nursing services provided by highly trained and compassionate registered nurses.

- Medication administration
- Vital sign monitoring
- Complex care management
- Wound care and treatment
- Health coordination

6. Frequently Asked Questions

1. What types of home care services do you provide?

We provide a wide range of services including personal support, companionship, meal preparation, housekeeping, medication management, nursing care, palliative and hospice care, and post-surgery recovery support. Our PSW and RN certified employees are available to ensure your loved one receives the right level of care at home.

2. Do you care for clients at home who just had post-surgery operations?

Yes. We provide specialized post-surgery care to support recovery, including medication monitoring, wound care, mobility assistance, and daily living support—all in the comfort of home. Our caregivers are available 24/7 for peace of mind.

3. Do you take loved ones to appointments or grocery shopping?

Yes, our caregivers can accompany and transport clients to medical appointments, therapy sessions, grocery shopping, or community outings, ensuring they remain safe and supported.

4. Do you have certified PSWs and RNs available to provide care?

Yes. All of our caregivers are certified PSWs, and we also have licensed Registered Nurses (RNs) available to provide complex care. Families can feel confident knowing their loved one's care is in qualified, professional hands.

5. Will you prepare meals for my loved one with them in their home?

Yes. We prepare meals according to dietary needs and can involve your loved one in the process if they wish. This encourages nutrition, engagement, and education for healthy choices.

6. Do you offer overnight care services?

Yes, we provide both overnight and 24-hour care options. Whether for safety, monitoring, or palliative care needs, we ensure your loved one is never alone when support is needed most.

7. Do you provide nursing care services? Is there a minimum number of hours required per shift or per week?

Yes, we provide nursing care services, including medication administration, chronic illness management, wound care, and more. We do require a minimum of 2 hours per shift for nursing care.

8. Do you provide companionship services?

Yes. Companionship is a key part of our care. We engage clients in conversation, activities, hobbies, and outings to reduce loneliness and encourage emotional well-being.

9. What is the cost of your services?

The cost depends on the level of care required, the frequency of visits, and whether PSW or RN services are provided. We create a customized care plan that matches both your families needs and your budget.

10. Are they subsidized by government funding?

Our services are private-pay; however, families may be eligible for partial support through Ontario Health at Home or other community programs. With documentation confirming services from Ontario Health at Home we can tax exempt your private care services.

11. Do you have information on government tax credits available for low-income seniors?

Yes. We can provide information on available tax credits and benefits for clients, including the Medical Expense Tax Credit and the Canada Caregiver Credit, which can help reduce out-of-pocket costs for families.

7. 10 Tips for Encouraging Your Loved One to Accept Help

If your loved one is hesitant about accepting help, these gentle approaches can help make the conversation easier and more productive.

- 1. Focus on Your Needs as the Helper** Example: "I'm having trouble sleeping because I'm worried about you. Please help me come up with a solution we can both live with."
- 2. Show Them the Safety Statistics** One out of every three seniors will fall this year, and most injury-related hospitalizations result from simple falls. Having help can prevent these accidents.
- 3. Address Their Independence Fears** The #1 fear of aging is losing independence. Emphasize that our caregivers support autonomy - clients maintain their freedom to make life decisions.
- 4. Give Them an Out** "Let's try this for two months. If you still don't like having someone help with chores, we can consider other options."
- 5. Tour Alternative Living Situations** Visit assisted living facilities as alternatives. Let them choose whether they want to move out or stay home with support.
- 6. Discuss the Investment in Their Happiness** Let them know that spending money on their happiness and keeping them in their own home is worth more than inheritance money.

7. Start with Household Tasks Begin with help around the house like vacuuming, laundry, grocery shopping, or meal preparation rather than personal care.

8. Introduce the Caregiver as a Friend Frame it as bringing in a trustworthy companion who can provide friendship and social interaction.

9. Work with the More Independent Partner If there are two people, focus on the person who needs less help. This ally may help get both to accept needed support.

10. Seek Professional Advice A trusted physician, social worker, or healthcare professional can be your best ally in helping your loved ones accept care.

Remember: Be patient and compassionate. This is a big step for your loved one, and it's natural for them to have concerns. Our team is experienced in making these transitions as smooth and comfortable as possible.

8. Schedule Your Free In-Home Consultation

Let Our Family Take Care of Yours

We understand that caring for a loved one can feel overwhelming. You don't have to do it alone. Our experienced team is here to guide you through every step of the process with compassion and expertise.

Why Choose Just Like Family Home Care?

- ✓ Approved insurance provider
- ✓ Personalized care plans
- ✓ Online family portal
- ✓ Perfect caregiver matching
- ✓ Flexible scheduling options
- ✓ "Just Like Family" philosophy

Insurance Providers:

- Green Shield
- Veterans Affairs
- Medavie Blue Cross
- Family Managed Care Program
- Provider Connect

Your Free Consultation Includes:

- ✓ Comprehensive needs assessment
- ✓ Personalized care plan development
- ✓ Home safety evaluation
- ✓ Caregiver matching consultation
- ✓ Insurance and payment options review
- ✓ No obligation or pressure

JUST LIKE FAMILY[®] HOME CARE

Niagara | Hamilton | Halton

Award-Winning Home Care



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Schedule your Free Home Care Consultation!

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