



**CAREGIVERS**  
HAPPIER AT HOME

# HOME SUPPORT PLANNING GUIDE



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## WHAT IS HOME SUPPORT?

Home support, sometimes referred to as home care, enables individuals to age in place, connected to families, friends, and the life they have built. Our goal is to help our clients maintain healthy and active lifestyles for as long as possible, in the comfort of their own homes. While home support workers are not typically medically certified, our caregivers are trained to assist with daily activities including personal care, meal preparation, medication reminders and light housekeeping.

Good caregivers build meaningful relationships with their clients. They create moments of joy every day by providing companionship and mental stimulation, engaging your loved one in conversation and activities that make them happy. As an additional set of eyes and ears, home support workers ensure safety by recognizing and alerting health care professionals and family members to potential signs of declining health.

## ABOUT CAREGIVERS

CareGivers has grown from humble beginnings to become one of the largest, and the first accredited, home care agency in Newfoundland and Labrador. We help people remain independent and fulfilled by finding as many opportunities as possible to provide simple moments of joy. We're proud to offer our services across the entire island portion of Newfoundland and Labrador.

Our aim is to create strong client-caregiver relationships by understanding the unique needs and preferences of each person we serve and matching them with a caregiver who has the skills, experience and personality to enable success. Our employees share our values of integrity, quality, community, action and fun. We offer training and resources to all our employees. In addition, we require all employees to provide a clear record of conduct with vulnerable sector check, immunization and medical records, a current first aid certificate and references.

## UNDERSTANDING YOUR NEEDS

The changes that come with aging are not always easy. There often comes a time when it becomes difficult to complete some of the activities of daily living. Sometimes, our loved ones notice that they are struggling with their day-to-day routines and request help but in other cases, our loved ones may not realize they need the extra support and may feel they are becoming a burden to those around them. It often helps to think about how well someone can navigate their typical daily routine to consider if they are as comfortable and happy as they could be.

## HOME SUPPORT NEED QUESTIONNAIRE

Wondering if it is time for home support?

We have developed the following questionnaire to help you make this important decision for you and your family. Please note if you answer NO to any of these questions, it may be time to consider home support.

Y	N	Questions to ask:
		Can they make their way around the house safely?
		Do they keep their home tidy and uncluttered?
		If the phone rings, can they hear and answer it in a safe and timely manner?
		Can they run errands such as shopping, banking, and pharmacy on their own?
		Are they able to get out of bed in the morning without much trouble?
		Do they groom themselves and maintain good hygiene?
		Can they get in/on and out/off the shower, tub and toilet safely?
		Do they plan, prepare and eat nutritious meals on a regular schedule?
		Are they maintaining a healthy body weight, with no unusual weight gains or losses?
		Do they take the right dosage of medications at the right times?

	Can they manage any illnesses safely and effectively, including attending medical appointments?
	Are they having difficulty remembering things?
	Do you fear they might wander out of the house without telling anyone where they're going?
	Have they stopped socializing with friends or family as per usual?

## STARTING THE CONVERSATION

Having a conversation about home support with someone who used to care for you can be difficult. After three decades of experience helping families navigate care conversations, we know that using the right approach and having the right attitude is always important. We have found that most families have several conversations before they agree that home support is the right thing for them. These tips are designed to help you have a care conversation while maintaining respect and understanding:

DO	DON'T
Prepare in advance and ensure you have plenty of time.	Rush into the conversation or bring it up impulsively.
Have the conversation in person.	Try to do it over the phone or other electronic communications.
Use the right words – “help” and “support” are often better received than “home care.”	Be harsh, rude or insensitive.
Let them know you respect them and their desire for independence	Tell them they <b>need</b> a caregiver. It's an idea they will warm up to over time.
Take your time. The idea of a new person in their life will require some getting used to.	Rush. Hurrying the decision can cause anxiety and mistrust.

Listen patiently and carefully.	Ignore their objections.
Sit in a relaxed position, facing them. It shows they have your full attention.	Fidget, move around, cross your arms or avoid eye contact.
Let them talk.	Cut them off.


## GETTING ASSESSED

There are several options to pay for home care including the provincial home support program, insurance, veterans' programs and private pay. Read on to learn more or contact us at 1-855-432-7865.

## SELECTING A PROVIDER

All providers are not created equally. When choosing a home care provider for a loved one, you'll quickly realize there are a lot of options out there. On the surface, all home care providers may look the same and it can be difficult to know which to choose.

It is important to be selective in choosing an agency to deliver care. We have compiled a checklist and road map that will help you ask the important questions and take the next steps in arranging the best care for someone you love.

	 CAREGIVERS HAPPIER AT HOME	Agency 1	Agency 2
Are you Accredited?  Accredited agencies work hard to meet standards to deliver safe, high-quality care. Better quality means better care.	<b>YES</b>		
Do you assign a caregiver based on personality and compatibility?	<b>YES</b>		

Is there someone on-call 24/7 – just in case?	<b>YES</b>		
Do you manage the scheduling, billing and payroll?	<b>YES</b>		
Do you have a Registered Nurse on your team to support care planning?	<b>YES</b>		
Are your caregivers offered ongoing training?	<b>YES</b>		
<p>What are your rates?</p> <p>Please note this is our hourly rate as of May 2022. Our rates are regulated by the Government of Newfoundland and Labrador as set within the Provincial Home Support Program.</p> <p>There are several options to pay for home care including the provincial home support program, insurance, veterans’ programs and private pay.</p>	<b>\$24.60/hour</b>		

## OUR SERVICES

From companion care to 24/7 private duty nursing, we’re ready to help.

CareGivers continues to elevate the standard of home care in Newfoundland and Labrador. Our employees are trained to support everyday tasks such as eating, bathing, dressing, and light housework. We provide additional specialized services including care for individuals dealing with conditions such as diabetes and dementia, care for individuals with disabilities, and support for persons who are recovering from an illness or injury, chronically ill, or in the end-of-life stage.

We always begin with a complementary consultation to develop a care plan that is aligned with your needs and wants. While developing the care plan, we get to know you and your family by understanding what brings you joy. We then carefully match one of our caregivers with you based on personality and lifestyle. All interactions are handled in a way that enables clients to maintain their dignity and remain as independent as possible.

## WHAT IS HOME SUPPORT?

Our most requested service, including personal care and household help.

Home support care plans are built collaboratively with your needs and preferences in mind. Usually, the plan of care includes many of the following activities:

### **PERSONAL CARE**

Which includes support while toileting, bathing, dressing and completing oral hygiene routines. We try to follow a routine that is least disruptive to the client. Our goal is always to be supportive and encouraging, so that our clients remain as independent as possible.

### **HOUSEKEEPING**

We take the time to understand each client's preferences and incorporate those preferences in the support we offer you, while also ensuring a sanitary, orderly and safe environment. As an example, clients may find that the laundry basket is too heavy to carry down over the stairs but may still enjoy helping to fold the clean towels. When clients want to remain engaged in housekeeping, we find ways to empower them to do that.

### **MEAL PREPARATION**

Good nutrition is key to good health, but often when a person is elderly, ill, or living with a disability, maintaining a well-balanced diet can be very challenging. Our meal preparation plans may include nutritional counselling, dietary planning and arranging for grocery orders. We consider individual needs – including underlying health conditions, interactions with medications, allergies, and personal tastes – when developing a tailored meal preparation plan.



## **MEDICATION REMINDERS**

Taking medications properly can help individuals maintain and avoid unnecessary complications or side effects. We work with clients, families and medical practitioners to carefully develop and monitor medication schedules. In addition to helping clients remember to take their medications, we help clients understand what they are taking and why. Through our Family Portal you can review medication records and information about the care provided for a loved one at any time.

## **COMPANION CARE**

Emotional support and companionship for seniors who are generally healthy and who want to remain independent at home.

Whether it's a walk on a beautiful day or just a coffee and chat, it's nice to have a friendly face around. Our companion caregivers help find those special little moments of joy that make it all worthwhile. Activities our companion caregivers often help with include:

- social outings and events
- shopping and errands
- appointment accompaniment and travel
- cooking and meal preparation
- plant care
- laundry
- pet care
- light exercise

## **HOME NURSING**

Our nursing services include at-home therapies, wound care, wellness checks, hospice, and end-of-life care. Whether it's post-hospital care, routine medical care, or long-term private nursing, we coordinate at-home services customized to every individual's needs and preferences.

## **RESPIRE CARE**

Find a healthy balance between caring for yourself and caring for someone else.

If you're currently caring for someone you love, you understand both the rewards and challenges that come with supporting them. Our respite care service enables you to find a healthy balance between caring for yourself and caring for someone else. This service can be customized to meet your needs, whether it's for a few hours, a few days, or longer.

## **DEMENTIA CARE**

Dealing with memory changes can be challenging; we can help make it easier.

We work diligently to match clients with a caregiver that has experience and training to work in memory care. Care plans are built based on the individual's needs and progress reports closely monitor any changes in the individual's status so adjustments to the care plans can be made as needed.

## **END OF LIFE CARE**

Our palliative care services focus on providing optimal comfort and dignity when it matters most.

We work with you to develop a plan of care that is respectful of your family's needs and wishes.

## **CONTACT US**

Thank you for your interest in CareGivers.

We hope this guide has been helpful as you begin to think about the ways home care can help your loved one live safely, healthily and happily at home. If you have any questions, please do not hesitate to reach out.

To learn more or to schedule a complimentary, no-obligation consultation, please contact us.

1-855-HEARTNL

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**Wouldn't you be happier at  
home?**

**Give us a shout, sure.**



**1.800.HEART.NL**

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