



 (519) 872-0875 or (519) 873-0875

 [info@atyourserviceforseniors.ca](mailto:info@atyourserviceforseniors.ca)

 [www.atyourserviceforseniors.ca](http://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. I certainly hope this helps to give you the insight you need to decide how and by whom 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](mailto:info@atyourserviceforseniors.ca). You can also look at our website [www.atyourserviceforseniors.ca](http://www.atyourserviceforseniors.ca) and read about all of 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. Using that as a premise, we are now able to provide much support for anyone encountering some challenges in life! We have been in business for 15 years. Since inception, we have provided support to over 1500 seniors. Currently we have 70 Associates across the city ready to assist! You'll find that the Better Business Bureau has given us an 'A+' rating. The Department of Veterans' Affairs has deemed us to be a preferred provider of services. We have all the appropriate insurances & checks in place to assure complete confidence in our organization.



**The best care, in the best place.**

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# How We Can Help You

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!!

## The Basics

### **Cook-clean-laundry:**

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

### **Transport & 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!). We also have a portable wheelchair available for you to borrow if needed.

### **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.

### **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!***



## The Other Things

### **Around the house:**

Clean the cat litter, polish the silver, put up and put away your Christmas decorations (or birthday or Hanukkah or seasonal), streamline your closet, help you make pickles, jam etc., send out greeting cards, fetch your mail from the community mailbox, change a lightbulb, arrange your appointments, sort out that confusing bill from the cable company, help with your computer, laptop, tablet, smartphone, etc.!!

### **Outside the house:**

Clean up the flower bed, plant some pretty annuals, create a planter for the balcony or porch, etc.! Take out the garbage/blue boxes to the curb.

## The Creative

### **All the extras:**

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. Put on a party for you. We can plan, serve, and clean up so you can have 'the girls' for lunch, a card game, or a meal. We can help you host a birthday, or any other celebrations without you having to do all the work!

Return that outfit that doesn't fit. Help you pack, help you unpack, help you downsize. Assist in understanding the bureaucratic world of LHIN and public homecare. The most important contribution we give to seniors is the ability for them to regain their "**Can Do!**" attitude!

## The Personal Touch

### **Feel your best!**

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.

## Comments from our clients

- *"I don't know what I would do without you!"*
- *"Heather is one who seems to know what I am going through. I appreciate her caring. Also, she helps with keeping things organized in the unit - Many Thanks!"*  
Amy H
- *"The people you have been sending to assist Janet are absolutely wonderful with her. She adores them all!"*
- *"This is a needed service, and I am 'spreading the news'."*
- *"Heather is an amazing person - amazing for her kindness, caring and compassion."*
- *"I want to stay put in my home and not go to a Nursing Home where everyone looks "lost" -- not with it etc. I couldn't do that without you helping me!"*
- *"I was just saying the other day how blessed we are to have you."*
- *"I know you can see that my dad is a kind, generous, positive person...but, if you knew him BEFORE his disease you would be even MORE impressed with who he is as a person...and, you would know (even more) how much he deserves such an amazing caregiver/companion as you."*
- *"An angel sent you to help my parents AND our family through these difficult times."*
- *"I don't know what we would do without your support. Your skill and ability to convince CCAC to provide the correct level of support is amazing. This is not the first time either. Everything is new and challenging for our family, yet you navigate these situations with amazing ease and confidence. Thank you!! I'm glad you are on our side!!!"*  
Jane



## 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**
- **Double vaccination for Covid-19**

## The Paperwork Process

Once you've decided that At Your Service for Seniors is right for you, we arrange a mutually agreed upon time to meet in your home. 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**
- **Service Agreement**
- **HST Exempt Form**
- **Pre-Authorized Debit Form**
- **DNR Protocol**
- **Safety Checklist**
- **Frequently Asked Questions**
- **Technology and Home Care**

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!



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