



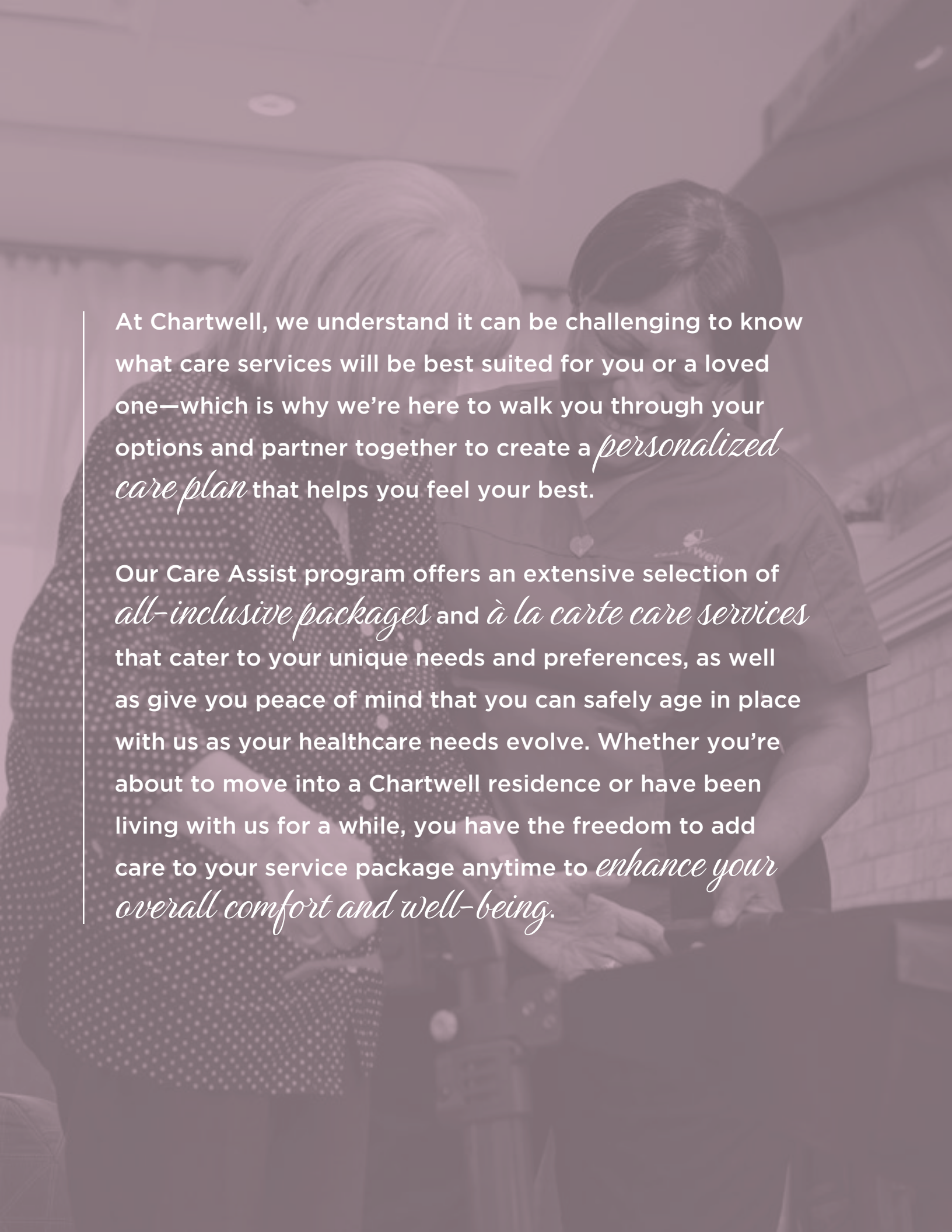
CHARTwell

CARE

ONTARIO

Assist Program

MEMORY CARE

A caregiver in a grey uniform with a heart logo and 'Chartwell' text is assisting an elderly woman with a walker. The woman is wearing a dark patterned top. They are in a well-lit indoor space, possibly a hallway or common area. The image has a soft, muted color palette with a light purple overlay.

At Chartwell, we understand it can be challenging to know what care services will be best suited for you or a loved one—which is why we're here to walk you through your options and partner together to create a *personalized care plan* that helps you feel your best.

Our Care Assist program offers an extensive selection of *all-inclusive packages* and *à la carte care services* that cater to your unique needs and preferences, as well as give you peace of mind that you can safely age in place with us as your healthcare needs evolve. Whether you're about to move into a Chartwell residence or have been living with us for a while, you have the freedom to add care to your service package anytime to *enhance your overall comfort and well-being.*

CARE SERVICES INCLUDED IN MEMORY CARE

In Ontario, Chartwell residents benefit from a range of in-house services that are included in their memory care packages. These services are delivered by compassionate and dedicated staff at no additional cost. They are as follows:



Morning & Evening Assistance

- This service may include supervision and encouragement with a resident's morning and evening activities, such as getting out of bed, washing up, brushing teeth, selecting clothing, or getting ready for bed, and is ideal for individuals living with dementia
- Seniors requiring more hands-on assistance with their routines can also receive assistance with grooming, oral care, shaving, hygiene, and dressing
- Also includes daily bed making, turn down service and toileting assistance during the service



Showering & Bathing Assistance

- Scheduled showering or bathing assistance includes help undressing, complete or partial help with washing—such as with hair, back, peri-care and feet—and help toweling or re-dressing
- Nail clipping may also be provided, as well as a tidy-up of the shower area and safety assistance to avoid slips and falls
- Frequency of service is twice per week



Meal Assistance

- Support with opening food packages, ensuring assistive devices are available, cutting food before it's served, and intake monitoring



Escort Assistance

- Escorts to events in the residence like meals, activities, social gatherings, hair salon appointments, and much more
- May include transfer assistance to a chair or bed before or after an escort for complete comfort
- Ideal for individuals managing mobility or cognitive challenges



Compression Stocking Assistance

- Assistance with the application or removal of stockings as required, including rinsing and hanging to dry



Medication Management

- Includes the administration of pills, patches, creams/ointments, eye and ear drops and insulin injections as prescribed
- Pharmacist services, including medication review and discussion, ordering and delivery of medications, bi-annual physician review of medications, and supervision and administration of medications by certified Chartwell staff

CARE SERVICES INCLUDED IN MEMORY CARE, CONT'D



Visual Checks

- Suite rounds or night checks outside of daily attendance monitoring for specific needs of an individual during hours of concern, including reassurance



Daily Reminders

- Phone call or in-person reminders for appointments, coming down for a meal, to take medications, etc.



Redirection & Reassurance

- Staff support as needed for residents with mild-to-moderate dementia, including those who require redirection, emotional support or assistance with repetitive questions



Laundry

- Washing, folding, and delivering laundry to residents' suite where it is also put away by care staff
- Laundry is washed separately from other residents' laundry
- Two loads per week



Daily Room Refresh

- Daily emptying of garbage cans, making of the bed, and wipe-down of the washroom, including the sink, countertops, taps, and toilet

ENHANCED CARE OPTIONS

Further to the care services included in a Memory Care package, here are the enhanced à la carte services that you can add to your package anytime for an additional fee:



Enhanced Meal Assistance

- Service includes partial assistance with feeding, such as cutting up food prior to serving, physical guidance, verbal encouragement to eat, helping to put food on a utensil, identifying food on a plate, and intake and weight monitoring



Enhanced Medication Management

- Service includes injection services by registered staff, such as B12 shots and other medications as prescribed



Enhanced Showering & Bathing Assistance

- For residents who desire showering and bathing assistance more than twice per week, frequency can be adjusted up to daily for this assistance

CARE SERVICE PACKAGES

Chartwell also offers a comprehensive care package that bundles popular care services together at a better price and value for you or your loved one.



Care Package

This all-inclusive package offers all the high-quality services you would need to live comfortably and can help you age in place without the need for a move due to your health care needs. It includes:

- Complete assistance with your morning and evening care routine, including dressing, hygiene, grooming, and bed making
- Continence care assistance 6 or more times daily, including product ordering and delivery
- Daily bedmaking



ADDITIONAL PERSONALIZED CARE SERVICES

We also offer a variety of additional à la carte services which are available at a fixed rate per hour:



Therapeutic Bath

- For residents who enjoy a tub but do not have one in-suite or have mobility challenges, we offer a therapeutic tub in a specific area of the residence
- Includes help undressing, complete or partial hygiene assistance such as hair washing, back, peri-care and feet, toweling, redressing and nail clipping by a nurse



In-Suite Treatments

- Assistance with superficial wound care, blood samples, specimen collections, contact lens, hearing aids, etc.



Oxygen Management

- Assistance with operation of O2 tank including correct setting of prescribed liters per minute
- Also includes filling tanks, ordering of oxygen, monitoring O2 saturation via oximeter and assessing working order of equipment



CPAP-BiPap Assistance

- Assistance with adjustment and application of machine, including operation and cleaning of the equipment as directed



Glucometer Assist

- Assistance with the monitoring and recording of blood glucose levels as prescribed



Ostomy Care

- Assistance with emptying of bags, monitoring site/skin integrity, reinforcing application, and reporting to registered staff



Catheter Care

- Assistance with emptying of bags, monitoring site/skin integrity, monitoring equipment and positioning, and reporting to registered staff



Vital Signs Monitoring

- Monitoring and recording of blood pressure, pulse, respirations, O2 levels for residents wishing for this activity more than once monthly
- Includes ongoing record keeping, monitoring and communication



Commode or Urinal Management

- Assistance with placement, emptying and cleaning of commode or urinal



Companion Care

- 1:1 companionship during defined periods of time
- For example: assistance with ambulation, assisting someone to participate in a program or activity, or increased socialization for an individual managing cognitive decline

ADDITIONAL HOUSEHOLD SERVICES

The following additional household services can be added to enhance your contentment and



In-Suite Meal Delivery

- For residents who do not wish to eat in the dining room as they may be feeling unwell or wish to remain in their suite
- Care staff will drop off and pick up a meal tray for each meal requested
- You can choose to receive service 1-3 times per day according to your preferences



Laundry

- For residents who wish to receive more than two loads of washed laundry per week, additional loads are available for a fee

QUESTIONS?

Do you have any questions about the à la carte care services and packages available through our Care Assist program? We're here to help. Speak to our Health & Wellness Manager today for more in-depth information about our offerings and how we can adjust your personalized plan of care to suit your needs, preferences, and budget.

1-855-561-0685 | [Chartwell.com](https://www.chartwell.com)



CHARTwell.COM

Published April 2025