




CHARTWELL

CARE

ONTARIO

Assist Program

INDEPENDENT SUPPORTIVE LIVING

A photograph of two elderly women walking on a hopscotch course. They are using canes for support. The woman on the left is wearing a floral patterned top and dark pants. The woman on the right is wearing a patterned top, dark pants, and a cap. The background shows a building with windows and other people, suggesting an outdoor community or care facility setting. The image has 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.*

À LA CARTE CARE SERVICES

In Ontario, Chartwell residents can benefit from a range of à la carte services that cater to their specific personal care needs and preferences. These services are delivered by compassionate and dedicated staff you'll come to know and trust. They are as follows:



Morning & Evening Assistance

- This service may include supervision and encouragement with a resident's morning and/or evening activities, such as getting out of bed, washing up, brushing teeth, selecting clothing, or getting ready for bed, and is ideal for individuals managing early stages of dementia
- Independent seniors managing some mobility or dexterity challenges may also opt-in for more hands-on assistance, including help with grooming, oral care, shaving, hygiene, and dressing
- Includes daily bed making



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 towelng 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 can be anywhere from 1-6 times per week or daily as preferred



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, up to six times daily as preferred
- 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



Continence Care

- This service may include assistance with anywhere from 1-6+ changes per day depending on a resident's specific needs
- Includes products, wipes and gloves
- Staff can assist with removal or products, peri-care if required, application of products, and will report on skin integrity



Continence Order & Delivery

- Residents who wish to remain independent with their continence management can benefit from the private delivery of supplies to their suites, as well as staff support to assess their needs, help with product selection and provide necessary education

À LA CARTE CARE SERVICES, CONT'D



Toileting Assistance

- This service includes taking a resident to the washroom and assisting with toileting (including transfer to-and-from), clothing adjustment and peri-care as required
- Resident would be on a schedule and could receive assistance up to six times per day



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 utilizing resident's tools



Medication Management – Wellness Area

- Resident travels to a private, predetermined medication administration area to receive treatment; however, bedtime medications are still provided in-suite
- 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



Medication Management – In-Suite

- Includes all the same services as medication management in a wellness area, but instead residents receive all medications in the privacy of their suite at a prescribed time



Compression Stocking Assistance

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



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



Injection Services

- Subcutaneous or intramuscular injections by a registered staff member weekly or monthly per physician order



CPAP-BiPap Assistance

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

CARE SERVICE PACKAGES

Chartwell also offers a variety of comprehensive care packages that bundle popular care services together at a better price and value for you or your loved one. Below are just two examples of what's available:



Enhanced Daily Support Package

Ideal for individuals who would like enhanced support with continence care, daily hygiene, and their daily routine. It includes:

- Minimal-to-comprehensive morning and evening assistance for all aspects of an individual's daily routine—such as grooming, oral care, shaving, hygiene, and dressing—ideal for individuals who could not otherwise complete these tasks
- Continence care assistance 1-5 times daily, including high-quality continence products and peri-care if required
- Daily bed making



Comprehensive 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
- Escort assistance to meals and activities
- Once weekly showering assistance
- Medication management in-suite
- 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:



Glucometer Assist

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



Eye Drop Assist

- Assistance with providing eye drops and ointments as prescribed



In-Suite Treatments

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



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, and O2 levels for residents wishing for this activity more than the once-monthly offering by staff at our wellness clinic
- Includes ongoing record keeping, monitoring and communication



Visual Checks

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



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



Daily Reminders

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

ADDITIONAL HOUSEHOLD SERVICES

The following additional household services can be added to enhance your contentment and comfort for an additional fee:



Laundry

- Washing, folding, and delivering laundry to residents' suite
- Laundry is washed separately from other residents' laundry
- You can choose to receive one, two or more 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



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



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)

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