



CHARTWELL




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CARE

ONTARIO

Assist Program

A S S I S T E D L I V I N G

A caregiver in a light-colored uniform with a heart-shaped logo and the word 'Chartwell' on the chest is smiling and assisting an elderly woman with white hair. They are in a care facility setting, possibly a dining area, with a table and chairs visible. The image has a blue 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 ASSISTED LIVING

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



Morning and 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
- For seniors who need complete help with all aspects of morning or evening care, an additional fee will be required



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 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 ASSISTED LIVING, 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
-  **Laundry**
 - Washing, folding, and delivering laundry to residents
 - 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 an Assisted Living 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 comprehensive care packages that bundle popular care services together at a better price and value for you or your loved one:



Package 1

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

- Comprehensive morning and evening assistance for all aspects of an individual's daily routine —such as grooming, oral care, shaving, hygiene, and dressing
- Continence care assistance 6 or more times daily, including high-quality continence products and peri-care if required
- Daily bed making and turn-down service



Package 2

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
- Transfer assistance to chairs and beds with the assistance of one staff or via a mechanical lift



ADDITIONAL PERSONALIZED CARE SERVICES

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



In-Suite Treatments

- Assistance with superficial wound care, blood samples, 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, O2 levels, etc.



Commode Management

- Assistance with placement, emptying, and cleaning of commode



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.

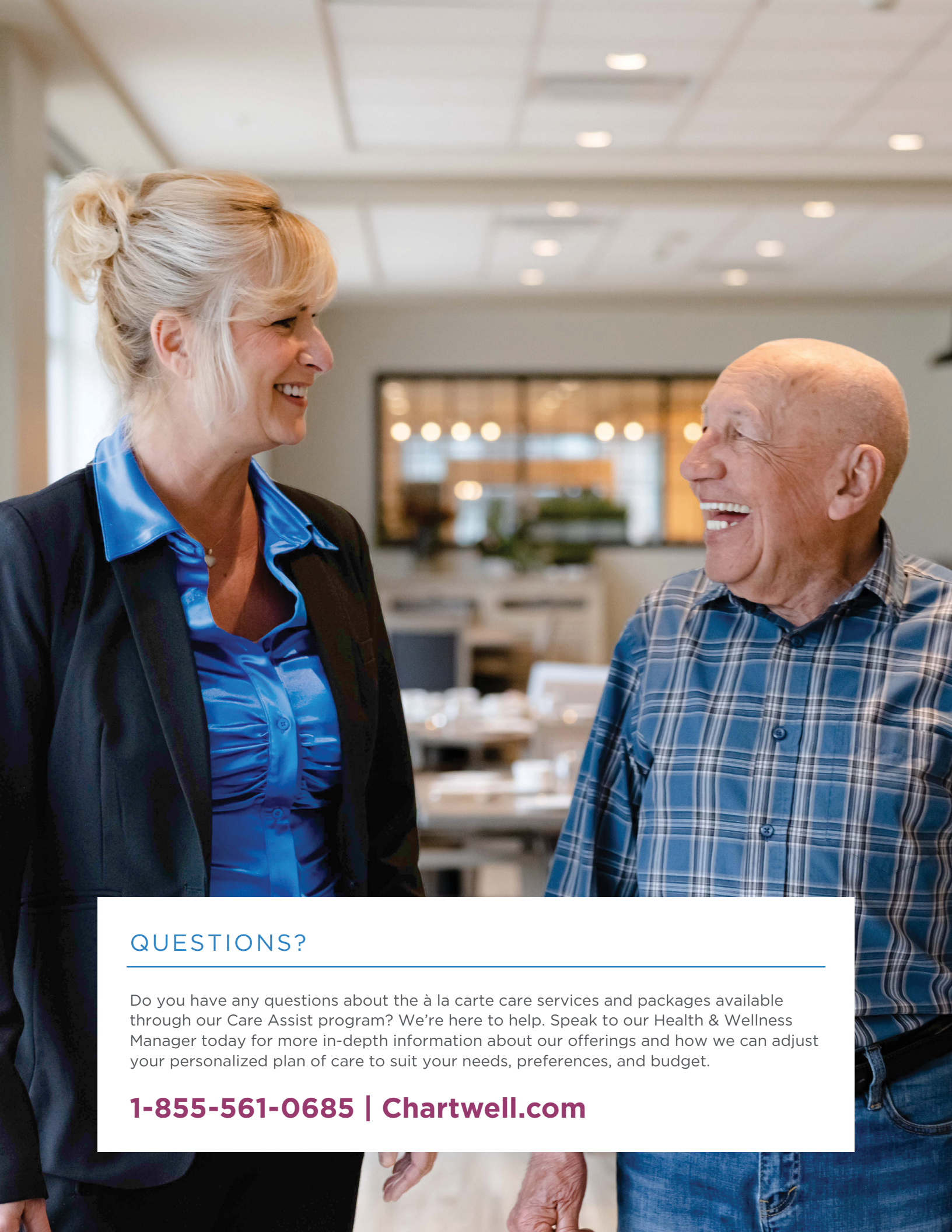
ADDITIONAL HOUSEHOLD SERVICES

The following additional household service can be added to enhance your contentment and comfort:



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



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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