

Introduction to Personalized Care



An important first step

To begin, we would like to take a moment to acknowledge the significance of the step you've just taken.

We live in a culture where **asking for help is often seen as a sign of weakness**. But this is a deception that can rob us, or our loved ones, of the very things we want most - independence and peace of mind.

When it comes to asking for help, the truth is this: getting just the right amount of help in just the right areas is often the differentiating factor between successful independent living or succumbing to preventable illness, injury or burnout. That's why we encourage everyone to **start small, but start early**.

Nearly two decades of experience providing customized home care services have led our Care Support Team to create **The Personalized Care Plan®**, a comprehensive guide to help our caregivers and support team provide our clients with just the right amount of professional assistance to ensure optimum health, safety and peace of mind.

The home health and safety challenges you are facing right now...they're unique. Choosing to create a Personalized Care Plan is **a proactive decision to expand your support network** - a valuable investment in present and future quality of life.

Let's get started >>>

Flourishing in every season



Right here on Vancouver Island, in our very own communities, MAID (Medical Assistance in Dying) rates are the highest in Canada.

Our vision is to **celebrate, honour and protect** the lives of our seniors, and community members of any age or ability, who are in need of care support.

The Personalized Care Plan®, customizable support services, and **The Consistent Care Approach®** are just a few of the ways our Care Support Team is dedicated to enhancing the physical health and emotional wellness of our most vulnerable citizens, helping them to flourish in every season of life.



Serving OUR community

Locally owned and operated, Care & Company is based right in Victoria, with a second office serving residents of Nanaimo. We are pleased to partner with local businesses and professionals to create **a trusted network of support services** for our clients.

We're not part of a large national, or international chain. We are raising our families, supporting our local economy and providing **meaningful, living-wage employment for 30+ families** right here on Vancouver Island. We get to see, firsthand, how helping our local seniors thrive provides **immeasurable benefit** to every realm of community life.



Customizing Your Care Plan

Through 20+ years of experience serving Vancouver Island families, we've created a unique set of client-focused systems and services that truly set Care & Company support services apart from other providers.

Here are just a few of the ways **we work with families to accomplish their independent living goals** and noticeably enhance our clients' quality of life, physical health and emotional well-being:

The Personalized Care Plan[®]

Comprehensive care plans ensure **our clients receive just the right amount of professional care** needed for optimum health, safety, and peace of mind.

The Consistent Care Approach[®]

We work hard to pair our clients with consistent caregivers, establishing meaningful relationships that **foster both emotional & physical wellness**.

Customizable Services

Our clients **enjoy priority access** to Care & Company's wide range of in-house and vetted service providers. Services include:

- | | |
|-----------------------------|--------------------------------|
| ✓ Assisted Transportation | ✓ Healthy Meal Prep & Planning |
| ✓ Short-Term & Post-Op Care | ✓ Dementia Care |
| ✓ In-home Foot Care | ✓ 24 hour Live-In Care |
| ✓ Respite Care | ✓ Handyman Services |
| ✓ Companion Care | ✓ Downsizing Assistance |



Customizing Your Care Plan Continued >>>

The Heal-at-Home Recovery Plan[®]

This personalized support plan was created to **help facilitate complete and speedier healing after surgery or hospitalization.**

Our caregivers can assist with cooking, cleaning, grocery shopping, transportation to medical appointments, and assistance with medications or rehabilitation exercises - all with the aim of reducing worry, anxiety and the physical strain of daily chores so our clients are free to focus on getting the rest they need.

The Confident Transportation Advantage[®]

The Confident Transportation Advantage was **created in response to our clients' frequent frustrations** from missed medical appointments due to unreliable cab service, concerns regarding public transit safety risks, or the inconvenience of relying on friends or family members for every transportation need.

With the help of our dedicated drivers and wheelchair-equipped vans, **Care & Company is restoring our clients' sense of freedom and independence** through trustworthy, professional transportation services attuned to the specific needs of seniors.

Proceed with Confidence



Like you, **we wouldn't trust our loved ones' care to just anyone.**

It's of vital importance you work with a care provider who shares your values. A care provider's WHY will speak volumes about HOW they will deliver care.

Care & Company's Core Values direct our daily decisions so the goal of “**flourishing in every season**” becomes a daily reality for each of our clients:

Care & Company Values

Honour Human Life

Usefulness and productivity do not determine the value of a human life.

We see every person as a valued member of our community and it is our honour to help each one flourish, to the greatest degree possible, in every season of life.

Value Relationships

Human connection is medicine for the soul. We enhance emotional wellness and purpose for clients and caregivers by fostering meaningful relationships through The Consistent Care Approach®.

Support Independence

Excellent care nurtures independence. We ensure our clients receive excellent care by hiring dedicated caregivers who are well supported and equipped through consistent channels of communication with families and our Care Support Team.

Customize Care

Provide care solutions as unique as our clients. We honour each of our clients' unique needs and desires through The Personalized Care Plan® to ensure optimal support targeted to the areas where care is most beneficial.

Invest in Community

Our communities are only as strong as their weakest members. We invest in relationships with local professionals and care providers to improve our clients' care experience while strengthening local businesses and families.



Next Steps

Start small, start early

Our Care Support Team is often surprised how little additional support is required to help our clients make a notable move from struggling to flourishing. As part of The Personalized Care Plan® our Care Support Team will help you **identify the areas where a little help will yield the greatest benefit.**



Lean on our experience

You don't need to navigate this season alone. Each one of our client's situations and challenges are unique, but thanks to our Care Support Team, you will now have access to a deep well of experience, knowledge, compassion, and hands-on assistance. You are not hiring a caregiver, **you're getting personalized support and advocacy from our entire team.**

Don't hesitate to ask questions, or request changes. The Personalized Care Plan® is designed to **work with you and for you.**

Right here to help

Our Care Support Team is conveniently based in **Greater Victoria**, with our second office now serving **Nanaimo**. In addition to understanding the benefits and challenges facing our clients, we intentionally partner with local businesses and professionals to create a **unique, trusted network of support services** for our clients.



We'll be your hands and feet

Our Care Team will be your hands and feet when you can't be there. We have plenty of experience serving clients whose children reside all across North America. That's why **we've integrated the latest software technology** to connect clients with their families, caregivers and our Care Support Team. Caregivers can add updates, families are able to ask questions, while our Care Support Team always remains in the loop.

At Care & Company, we count it an honour to be welcomed into the lives and homes of our clients. We understand **providing excellent home care is about so much more than merely meeting physical needs.**

Through our emphasis on whole-person care, consistent caregiver relationships, personalized plans and customized services, **we have the great joy of watching our clients flourish, in every season.**

Don't hesitate to reach out with any questions - we look forward to serving you.



Present needs

Honesty is the best medicine. What are your top three needs that require assistance? Important: Don't forget to include the well-being of current family members or caregivers.



Longer Term Concerns

An ounce of prevention is worth a pound of cure. Looking ahead to the next 3 or 6 months, do you have concerns about needs that may arise?



Questions to ask

Confusion creates stress and can cause avoidable problems down the road. Where do you need more information or clarification?
