

Get to know Bayshore and  
how we deliver exceptional  
home care



Frequently  
Asked  
Questions

*Bayshore*<sup>®</sup>  
Home Health

## Who is Bayshore Home Health?

Bayshore Home Health is a division of Bayshore HealthCare, a proudly Canadian company dedicated to enhancing the quality of life, dignity and independence of all Canadians since 1966.

As your neighbourhood care provider, Bayshore Home Health is committed to helping our clients maintain their independence by providing care at all levels.





## How do I know Bayshore provides a high quality of care?

Bayshore is an ISO 9001 registered company, meeting internationally recognized standards for excellence in the delivery of service.

Prior to hiring, our caregivers are thoroughly vetted, including background and reference checks. Once hired, they complete a rigorous training program and are bonded, insured and supported by a nurse, 24/7 to uphold the highest standards of care. Additional training and certification programs are held regularly.



# There's no place like home.

Many seniors, whether they need short term or long term care, prefer remaining in a place most familiar to them – their home. By removing elderly loved ones from their home we often take away years of memories, relationships with neighbours and communities which can leave them sad, unhappy and isolated.

Aging at home can be made easy, by understanding their needs and by providing the right home health care services.





## I need assistance for my aging parent who lives at home. Where do I start?

Looking into your options is a great start to the process. Take time to review available service offerings to see if they align with the needs of your senior loved one. Do they need assistance with daily tasks, or are their needs more advanced where they'll likely need more supervision? We provide home care solutions that are personalized to meet the specific needs of your loved ones, created under the guidance of a dedicated care professional. Our care plans outline all the details of care or assistance required.

## What types of home care services do you offer?



### Everyday Care

Companionship, meal preparation, housekeeping, errands, home check-in visits, outings and appointments



### Essential Care

Medication reminders & support, assistance with eating, dementia care, respite care and personal care



### Enriched Care

Nursing, hospital bedside care, serious injury care, foot care, palliative care and much more!

*For detailed descriptions of our services, please visit the Home Care Services page on our website at [www.bayshore.ca/services/home-health-care-services/](http://www.bayshore.ca/services/home-health-care-services/).*



## SERVICES OFFERED

### What is a free-in home consultation?

Prior to booking service with Bayshore, our clients receive a free in-home consultation to assess immediate needs, gather an understanding of their current health situation, and identify any possible risks in the home to ensure our home care services can be conducted in a safe manner.

*Contact a Client Service Representative at 1-877-289-3997 to book your free consultation.*





## If I book a free in-home consultation, do I have to purchase home care services?

No. Our in-home consultation is free, and is completely without obligation. You are not required to book service after a consultation if you feel that Bayshore is not the right choice for you.

- ~ FREE IN-HOME CONSULTATIONS
- ~ NO LONG TERM CONTRACTS
- ~ BONDED & INSURED CAREGIVERS



## SERVICES OFFERED

### **Do I have to sign a long term contract with Bayshore?**

No. You may cancel your services with us at anytime. We require 24 hour notice to cancel service without a fee.

### **Do you provide services in my area?**

We have home care branches all across Canada, with over 11,000 staff members to provide our clients with quality care.

*To find a Bayshore location in your area, visit our locations page on our website ([www.bayshore.ca/locations](http://www.bayshore.ca/locations)) or simply call us at 1-877-289-3997 and we will be more than happy to connect you to your local branch.*

### **Do you send caregivers to facilities such as retirement homes, long term care or hospitals?**

Yes. We work with these facilities to provide services to clients who may require extra care.

### **Can I change caregivers?**

Yes. Prior to starting service with us, a Bayshore Care Manager will visit your home, conduct an assessment and create a personalized care plan. When creating a care plan for you, we make every effort to provide a caregiver that best suits your needs and preferences, including cultural and language preferences. However, if you are not happy with the caregiver we have chosen, you can request a new caregiver at any time.





## **What other languages do your caregivers speak aside from English?**

In order to meet the diverse needs of the Canadian population, Bayshore hires caregivers from many different ethnic and cultural backgrounds. We will do our best to accommodate specific language requests.

## **How are your services different from hiring a private caregiver?**

Bayshore's caregivers provide safe, effective, and exceptional client-focused home support services that are in accordance with our care plans, policies and high quality standards. Our caregivers are carefully selected from a large pool of candidates and go through a rigorous screening process to ensure they are of the highest caliber. All of our caregivers are bonded and carry appropriate insurance coverage including WSIB to provide you with peace of mind, and confidence in our care delivery.



Funding options are available.  
Contact us to find out how  
we can help.



## How much will care services cost my family?

Each care plan is customized to suit your needs. Rates differ based on the type of care required and the city where you live. Call us to discuss your needs, and we can determine the right care for you or your aging loved ones and provide you with all the details.

## Are home care services tax deductible?

Under certain conditions, home care services are tax deductible. We recommend you check with your tax advisor or Revenue Canada ([www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/menu-eng.html)) to determine if you qualify for a tax deduction.

## Can I use my insurance coverage to pay for these services?

Every insurance policy is different, but we can help you to determine if our services are covered under your current plan.

*For more information, visit our Insurance Benefits Review page at [www.bayshore.ca/services/costing-and-funding](http://www.bayshore.ca/services/costing-and-funding) or call our team at 1-877-289-3997.*



### **I am an existing client and would like to pay my bills. What are the payment options?**

You can make a payment through your financial institution (in person or online), online through our Secure Payment page on our website, or by cheque.

*To learn more please visit “Make A Payment” on our website at [www.bayshore.ca/payment-options](http://www.bayshore.ca/payment-options).*





## Do you help families in caring for dementia patients?

Bayshore Home Health provides quality home care services to individuals living with dementia. More than 400 Bayshore caregivers are trained and certified to care for individuals with dementia. Bayshore Home Health offers several services for clients living with dementia including personal care, home check-ins, companionship, safety assessments, meal preparation and housekeeping.





### **Do you help families with end of life care or palliative care?**

Our palliative care programs are designed to reduce the burden of suffering and focus on the quality of life for both the living and the dying. We provide expertise and support throughout the illness trajectory, with symptom management, medication management, nursing care and end of life care, tailored to meet the needs of the patient and their family.

### **Do you offer wound care services?**

Our wound care specialists work closely with each client to develop a customized care plan that meets their specific needs. Whether clients are suffering from a foot or leg ulcer, the impact of a surgical procedure or require hospice palliative wound care, our goal is to enhance their quality of life and help them achieve optimal health.

Better care for  
a better life





## Better care for a better life

Bayshore Home Health is a division of Bayshore HealthCare, a leading provider of home and community health care services. As a Canadian-owned company, Bayshore has been enhancing the quality of life, well-being, dignity and independence of Canadians since 1966.

Dedicated to our clients' happiness and well-being, we always strive to select the most caring and compassionate caregivers for your loved one. All our caregivers are bonded, insured and supported by a nurse, 24/7.

**Find out more about how we can support you and your loved ones.**

**1.877.289.3997**

[clientservice@bayshore.ca](mailto:clientservice@bayshore.ca)

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