



HERO INFORMATION
PACKAGE

Heroes,
not just
caregivers.



You've been a hero for long enough.

Stepping into the role of a caregiver for your elderly parent or loved one is a colossal task. Suddenly, you become the center of your loved one's world, their lifeline. So little in life equips us to become an everyday hero, but that is what you will become. It's difficult to quantify the time, energy, and care you'll give, and many of us come to the place where the burden of care is too great – and we must find help.

For your loved ones, the help must be on their terms, ease their fears, and elevate their quality of life. For you, the help must provide you with peace of mind, time, and space to regain balance in your life. Hero Home Care knows how challenging it can be to find that kind of help; **in fact, it is why we exist today.**

The Hero Philosophy

When the going gets tough, a hero steps up.

Our philosophy is simple. We hire heroes, not just caregivers. Health care needs more humanity and our heroes are here to do just this.

We are experts in delivering quality care, but moms and dads that want to age with dignity and live life on their own terms aren't our only customers. Hero Home Care also delivers peace of mind to caregiving sons and daughters by offering a one-stop solution in their time of need.

We keep our heroes' vision on the biggest prize of all – healthy communities. When we all care for the vulnerable, our social fabric stays strong.

We're here to create happy humans & healthy communities.



People
Come First



Commit
To It



Go Above
And Beyond



We Do 1%
Better

Getting Started



1. CONTACT US

Looking for help, but don't know where to start? Give us a call anytime to book your free in-home Care Consult.



2. FREE CARE CONSULT

Our Care Manager will meet with you and your family for a free in-home Care Consult to design your personalized home care solution.



3. MEET YOUR HERO

We will match you with a hero based on your needs, personality and preferences and be there to introduce them to you at your first visit.

Our Community Partners

To create healthy communities, we need to work together. We work collaboratively with our local hospitals, health care professionals, and community groups to deliver seamless care to those in need. When we all care for the vulnerable, our social fabric stays strong.

PROUD MEMBER OF



Our Services

Our experienced Nurse Care Managers will work with you and your family to develop a personalized home care solution that can range from only a few hours a week to as many as 24 hours per day. Browse from our suite of services and give us a call if you have any questions or would like to get started with a **free in-home Care Consult**.



Companionship Care:

Our heroes will keep your loved ones mentally and physically engaged and doing the things they love to do.

- Engaging conversations
- Physical activity
- Community outings
- Keeping up with current events
- Connecting with loved ones
- Fun outings



Personal Care Services:

Our heroes will make sure your loved one is always looking and feeling their best and ready to take on the world.

- Bathing and grooming
- Dressing
- Toileting
- Oral hygiene
- Hair and skin care
- Ambulation and transferring



Homemaking Services:

A clean home is a safe home. From general tidying to laundry, we will look after your loved ones home as if it was our own.

- Light housekeeping
- Washing and putting away dishes
- Doing laundry
- Changing bed linens
- Pet care
- Managing bills



Cooking & Meal Support:

We will help your loved one maintain a balanced and nutritious diet, but also prepare meals that will bring a smile to their face.

- Meal planning
- Grocery shopping
- Meal preparation and support
- Assistance with eating



Medication Management:

We will take the necessary steps to improve your loved ones medication adherence keeping them healthy, happy, and at home.

- Medication reminders
- Administering medications
- Monitoring medications
- Reviewing of medications with Doctors and Pharmacists



End-of-Life Care:

We are there for you, day or night, so you can focus on being with your family and celebrating life.

- Bereavement and family support
- Ongoing communication with healthcare professionals
- Personal care
- Nutritional support
- Loving companionship



Nursing Care:

Our team of skilled in-home nurses will do everything possible to keep your loved ones living at home and out of hospital through our nursing care services.

- Medication administration
- Wound care
- Catheter care
- Nursing assessments
- Post-operative care



Dementia Support & Alzheimer's Care:

Continuing your loved ones regular routine in the home they know and love is essential to maintaining their dignity and living a happy life.

- Maintaining a familiar and safe environment
- Providing consistent visits and a regular routine
- Memory games and activities
- Respite care for family members
- Cooking and meal preparation
- Personal care and homemaking

All-in-one Platform for Health, Connectivity and Pharma

This all-in-one platform, powered by Care2Talk, utilizes a locked-down tablet that is super simple, and purpose-built for seniors to connect face-to-face with their family, friends, and healthcare professionals.

Family members can connect with their loved ones, book and virtually attend medical appointments, order prescriptions and access a variety of health care services.

Accessing the platform is just \$45 per month. You can cancel anytime without penalty!



Our Health Platform Includes:

- 8-inch tablet with fast charging dock
- Unlimited calls, unlimited contacts for secure video calling
- Telehealth visits with our family doctor
- Medication review with our virtual pharmacist
- Access to our growing team of healthcare professionals
- Same day prescription delivery
- Discount on wellness products
- And much more

Why Choose Hero Home Care?



Our Heroes: We don't just recruit caregivers, we hire heroes. All of our heroes are offered a living wage, health benefits and ongoing training to ensure you are receiving consistent and quality care. We take care of our heroes so they can take care of you.



Nurse Care Management: You will be assigned a dedicated Nurse Care Manager to oversee the health and wellbeing of your loved one. This includes supervised visits, home safety assessments, care plan development and oversight and regular in-home caregiver training.



24/7 Access. 24/7 Service: We don't sleep so you can. Hero Home Care offers daily and overnight care as well as 24/7 emergency on-call support. You will have access to your very own virtual family room giving you live access to your schedule, invoices and our care support team.



Virtual Care Platform: You will have full access to our Virtual Care Platform giving you and your entire family access to our family doctor, our virtual pharmacy and our network of healthcare professionals as well as a tablet for unlimited video calling with your loved ones.



Scheduling & Care Coordination: We take care of all scheduling and care coordination so you don't have to. Through our industry-leading home care software we are able to match your loved one with the perfect hero, ensure they arrive and depart on time and track in real-time the completion of tasks.



We Go Above & Beyond: Our customers are like family to us and like family we go above and beyond to make them happy. From preparing their favorite meals to replacing the elastic waistband in their favorite pajamas (true story), our heroes go the extra mile to bring a smile to our customers' faces.



3000+

Customers
Served



1M+

Care Hours
Delivered



15+

Years in
Business

What People Say About Us

“Your help has come in many forms for both my mom and me. It’s difficult to describe the relief I have felt since hiring Hero Home Care. You have taken so much pressure from my shoulders. All of this has helped me understand my mom’s world and I believe helps me to care for mom in the best way that I can. So, on that note – thank you to all the Hero Home Care angels, big hugs from mom, and me for all that you do.”

Anita C, Daughter



“I would like to thank Hero Home Care for all the years you took care of my Granny. Not only did you attend to all my Granny’s needs but you went above and beyond on several occasions. One example, that is extremely appreciated, was when my Granny ended up in the hospital and the Nurse Care Manager made time to attend a meeting, with all the hospital personnel, with respect to her discharge back to her home. You always responded in a quick and timely manner to my inquiries. This helped my peace of mind and I knew you were taking care of my Granny, even with all the changing medical concerns.”

Dionne G, Granddaughter



“The matching of the nurse with my husband’s condition has made a world of difference in his demeanor. He looks forward to the visit with happiness. The nurse is exceptional. She understands my husband’s condition and cares for him properly with sincere respect. Other people in the complex have commented on how wonderful she is with my husband. It is a comfort to me to know he is in caring hands”

Sharel D, Spouse



“I wanted to take this opportunity to extend our sincere appreciation and thanks for your outstanding support over the past few weeks in the care of my mother and father. Your instant connection with mom and gentle manner, knowledge, and understanding was instrumental in helping them to take the first big step toward getting some much-needed support. It is very reassuring to know that you are there at a moment’s notice to give not only my parents excellent care and support, but me as well.

This is a new chapter for our family and we truly appreciate your suggestions, coaching, guidance, and understanding in helping us make the best decision for them now and in the future. We plan to continue our relationship as my parents’ needs change and it is comforting to know you will be there to support us. For this, we are very grateful!”

Sue W, Daughter



Contact us today to receive a
FREE in-home Care Consult

1-888-988-9913

Email us at care@herohomecare.ca

Visit us online at herohomecare.ca

