



**Nurse Next Door®**  
*home care services*



## Care Information Booklet

At Nurse Next Door, we know it's about caring, not just health care. Our goal is to help your loved ones get back to doing the things they love while staying in the comfort of their own home.

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## Who is Nurse Next Door?

Nurse Next Door Home Care Services is one of North America's fastest-growing home care providers and is dedicated to delivering flexible, affordable and quality care options to seniors. Founded in 2001, Nurse Next Door has 190+ locations across the United States, Canada, and Australia. It is swiftly becoming a globally admired brand.

## Whatever It Takes to Bring You Peace of Mind

The Nurse Next Door promise is to do whatever it takes to bring you peace of mind. This is embodied by every one at Nurse Next Door: we listen to our clients, understand their needs, and make sure every detail is taken care of.

### The Perfect Match

Nurse Next Door promises a 100% match guarantee. We pair our clients and Caregivers up based on their personalities, interests, and requests. Consistency is important to us and we want you to build trusting and caring relationships with your Caregivers.

### Fast and Easy Access

We promise that care can be set up quickly and with as little as 24 hours notice. Our Caregivers keep us up to date on their availabilities, so we can have them at your door promptly and efficiently.

### Always Open, 24/7 Access with 24/7 Service

Our Care Services Center is always here for you, so a live person can respond to your call around the clock! Whether it's 2:00PM in afternoon or 2:00AM in the middle of the night, we're happy to support you!

### We Manage Everything, Every Step of the Way

Once you meet with our Care Designer for a Caring Consult, they will create a customized care plan based on your needs. Tell us your desired schedule, and we'll work to make it happen!

# Happier Aging®

At Nurse Next Door, we've always thought aging was something to be celebrated. That's why we have the unique concept of Happier Aging infused in our care! It starts with a simple question:

*“What did you use to love doing that you no longer do?”*

Happier Aging means reconnecting seniors with interests, hobbies, and passions that might have gotten lost amid busy schedules, health concerns, or other distractions. It could be something simple such as tabletop gardening for those with a green thumb or learning how to cook a new dish, because love is in the details!

When you book a free Caring Consult, you'll meet with a Care Designer to identify the activities that will bring happiness — no matter how small or simple. We'll match your loved one to a perfect-fit Caregiver who can help bring the plan to life. Keep reading for some Happier Aging stories, and see how we ensure that seniors have choice in their lives.



## Caring Consult

Our Caring Consult is free of charge. The Care Designer comes to visit you, gets to know you, and creates a Care Plan that takes a holistic approach, covering your physical, emotional and environmental needs. There is no obligation to book services and the Caring Consult can be conducted in your home or at a location of your choice, such as a hospital or facility. Our number one goal is your happiness! If there is something you loved to do but are unable to do presently, we always find ways to help you experience that happiness once more through our unique Happier Aging philosophy.

Sometimes providing care for a loved one can be a difficult decision and there are times when your loved one will resist the support. If that's the case, we can discuss your situation and meet with you privately. During that time, we will provide you with a number of great tips to support you in your discussions. We promise that the information provided will remain confidential.

Home care is a great solution to maintaining one's independence while receiving care in the comfort of your own home. Read on to learn more about the range of home care services Nurse Next Door can provide!

# Our Services

It's about caring, not just health care. That's why we're here to provide quality care for your loved one, while also helping them get back to doing the things they love! Nurse Next Door offers a variety of home care services to support seniors' independence, so they can continue to age happily and healthily in the comfort of their own home.

Whether it's a little help around the house with chores, meal prep, medication reminders or personal care, **let us do the caring.**



## Companionship

Loneliness and isolation are among the leading causes of depression in seniors. Nurse Next Door understands you may need help with certain activities and a friend along the way. Our trusted Caregivers are specifically chosen to provide and support social interaction for maintaining health and mental well-being. It's all about happiness!

### Our companionship services include activities such as:

- Doing crafts and hobbies
- Social activities at home or in the community
- Going for leisurely walks (dogs are welcome!)
- Light gardening
- Attending family events, concerts or festivals
- Conversation, storytelling and reading books



## Meal Preparation

Good nutrition and healthy eating become more and more important as we age. Our Caregivers love to prepare delicious meals and you can request specific ethnic cuisines and dishes.

### Our Meal Preparation services include:

- Menu planning and food choice education
- Shopping for groceries
- Preparing specialized diets
- Cooking your favorite recipes together



## Homemaking

At Nurse Next Door, we offer light housekeeping services to our clients to assist them with daily activities so our clients can remain at home in a safe and clean environment.

### Our Homemaking services include:

- Laundry
- Washing dishes
- Dusting
- Tidying up
- Vacuuming
- Bedmaking



## Transportation or Accompaniment\*

Being able to go to and from daily activities is a large part of maintaining one's sense of independence and lifestyle. We can arrange for a Nurse Next Door Caregiver to provide transportation and/or accompaniment.

*\*Available services vary depending on location*

### Our Caregivers may provide this professional service for:

- Appointments
- Shopping
- Groceries
- Physical activities
- Religious services
- Family events



## Personal Care

Some days, handling day-to-day tasks on one's own can feel like quite a challenge. Whether it's bathing or shaving, Nurse Next Door can assist with your ADL's (Activities of Daily Living). Our goal is to assist clients to maintain an independent lifestyle wherever they live: at home, in assisted living or in a long-term care facility.

### Personal Care services may include:

- Bathing and personal hygiene
- Personal grooming and getting dressed
- Hair and skin care
- Oral hygiene (brushing, flossing, denture care)
- Toileting assistance
- Ambulation assistance and transfers with or without mechanical aids



## 24/7 Care

If around-the-clock care is needed, Nurse Next Door offers 24/7 services. This is a great option for clients who require ongoing services throughout the day and night. Depending on your needs, a range of services can be scheduled daily, weekly, or monthly.

### 24/7 care services can include:

- Companionship
- Homemaking
- Personal care
- Medication reminders
- Dementia care



## End-of-Life Care\*

At Nurse Next Door, our end-of-life care is supportive and compassionate. It focuses on comfort, quality of life, and support for families. We will respect your personal health care treatment decisions. Care can be provided where the client is living whether at home, in hospice, an assisted living residence or a residential care facility.

*\*Available services vary depending on location*

### Our services can include:

- Assistance with personal care such as bathing or medication reminders
- Provide respite care so family caregivers can rest



## Alzheimer's and Dementia Support

Nurse Next Door understands that when a loved one has been diagnosed with dementia it can be a very challenging time. Our Caregivers are trained to deal with Alzheimer's and related dementia. We provide support and guidance to clients and their families in dealing with ongoing challenges and responsibilities of providing care.

### Our services include:

- Providing techniques to improve communication
- Coping strategies for family caregivers to deal with challenging behavior
- Maintaining a familiar and safe environment with a daily routine
- Memory games and activities for mental stimulation
- Family support through resources, training, educating and respite care
- Promoting a physical activity plan



## Caregiver Relief / Respite Care\*

Caring for a loved one can be demanding. Nurse Next Door provides respite care for families who need temporary relief: you may need to attend to other responsibilities or a chance to simply recharge. Being rested and present allows you to be able to enjoy more fulfilling and meaningful time with your loved ones.

*\*Available services vary depending on location*



## Medication Reminders

**Did you know that seniors aged 65+ are three times more likely to end up in the ER as a result of adverse drug events?  
Did you know that seniors are nearly seven times more likely to be hospitalized after an emergency visit?**

Adverse drug events occur for a number of reasons and may include, but are not limited to, accidental overconsumption of medication. This is why Nurse Next Door provides medication reminder services: our Caregivers will help you keep track of your medication and when to take it.



## Nursing Care

Nursing Care is an integral part of Nurse Next Door's services. We define nursing as a "dynamic, caring, helping relationship in which the nurse assists the client to achieve and maintain optimal health." Our Care Team will select a Licensed Practical Nurse (LPN) or Registered Nurse (RN) that suits your medical and personal care needs best.

**Our nursing staff can assist with the following for clients in the acute, rehabilitative or chronic stages of their illness:**

- Assessment and care planning
- Administering medication
- Pain and symptom management
- Intravenous therapy
- Post-surgical care
- Wound care management – changing dressings
- Management of enteral feedings
- Procedures (e.g. catheter insertions, tracheostomy care)
- Client health education
- Wellness checks



## Foot Care\*

Nurse Next Door believes that having happy and healthy feet is a crucial part of everyday life. Our qualified and certified nurses assist our clients with foot care to improve their comfort, mobility and general health.

**Our Foot Care services include:**

- Foot care assessment
- Nail cutting and filing
- Care of ingrown toenails, corns, and calluses
- Foot care education

**Give us a call today to book your free Caring Consult!**

**1-866-318-7932**



# What People Say About Us



**“The greatest thing about Nurse Next Door is the people who work for them!** They are caring and responsive to both the client and their family. I believe if it wasn't for them, my mother-in-law would probably have to go to a nursing home. She is 88 years old, and has problems ambulating and with incontinence. Nurse Next Door, with their daily care, has offered her the freedom of staying in her own familiar home. They offer her both physical and emotional support and accompany her to her many MD appointments and even hairdresser appointments. I find them caring, loving, and warm, and it is a pleasure working with them.”

— Lois D. (Client's Daughter-in-law)

**“In my time of desperation, a friend recognizing my need for help suggested a wonderful service called Nurse Next Door. Amy and Randy came to my house to explain the service. There are no contracts, the hours are flexible and they are willing to accommodate my need for food preparation, light housework and hygiene. It is heartwarming to have my companion come in my door with a bright cheery smile ready and willing to make my life much better.”**

— Sara S. (Client)





“**Their care allows me to run the rest of my life**, you know, because I have a full-time job and two 16-year-olds who need to go places. Nurse Next Door has taken the burden off of me. There’s really no other way we could have managed it. And it really gave me peace of mind, too, because that’s what I was most concerned about when she was living independently. I’d tell her, ‘Geez, Mum, if you fell, I wouldn’t even know about it until I called that night at 5 o’clock.’ So that’s what they give me.”

— Sari F. (Client’s Daughter)

“**When my grandmother was coming to stay with me for three weeks, I needed to ensure she was safe and happy while I was working. I contacted Nurse Next Door who, from the initial Caring Consult, impressed us with their approach to the creation of the Care Plan, focusing on her happiness. We had peace of mind knowing they were providing excellent care and companionship for her while we were out of the house. They were extremely flexible with my changing schedule and the Caregivers treated my grandmother like their own – with patience and compassion. I highly recommend them to anyone looking for short-term or long-term care.**”

— Steve M. (Client’s Grandson)



# What's Next?

1

## Discovery

We are so happy you contacted Nurse Next Door!

2

## Learning

Please enjoy reading our Care Information Booklet!

3

## Booking

Call us anytime (open 24/7) to book a complimentary Caring Consult with a lovely Care Designer!

4

## Free Caring Consult

Our Care Designer visits you and your loved one to customize a Care Plan tailored to your specific care needs!

5

## Perfect Match Care

Welcome to the Nurse Next Door family: meet your **Perfect Match** Caregiver and start Happier Aging today!

# Frequently Asked Questions

## ***Are your services only for seniors?***

We provide services to the entire age spectrum – from newborn babies to seniors.

## ***Do you provide services in long-term care facilities or assisted living facilities?***

Yes, people sometimes discover that the assistance provided in a facility is not enough to enable them to remain independent. At Nurse Next Door, our Caregivers can provide services to you or your loved one in facilities such as hospitals, long-term care, assisted living facilities and retirement communities.

## ***How does the cost of staying in my home compare to living in an assisted living care facility?***

Depending on your needs, the costs associated with in-home care services can be comparable or less than the costs of an assisted living facility. Choosing Nurse Next Door allows you to remain in your home and maintain your level of independence within a comfortable and familiar environment. We will collaborate with you to design your personalized Care Plan with services that meet your current and future needs.

## ***How are Caregivers selected for a visit?***

Once our Care Designer completes your complimentary Caring Consult, they will select the most suitable Caregivers based on your needs and personality. We always keep you updated on the schedule so you are aware of which Caregivers will be coming.

## ***Will I have the same Caregiver all the time?***

Nurse Next Door promises a 100% match guarantee. We pair you up with Caregivers based on personalities and interests — providing a consistent team of Caregivers in order to build trusting and caring relationships.

## ***What happens if my Caregiver is not available?***

If your primary Caregiver is ill, another Caregiver of your Care Team will be there for you. As a Nurse Next Door client, you are equipped with a Care Team, including your Care Designer and Caregivers. We strive to have Perfect Match Caregivers for each client. Consistency is key and we build bonds so you can have familiar, friendly faces caring for your loved one.



### ***Can I change the schedule if I have appointments to keep?***

We understand that there may be times where you need to change your schedule due to outside appointments or family commitments. Nurse Next Door makes the schedule work for you and your family — your needs and requests come first and we will always be willing to accommodate. When you anticipate having to reschedule, contact our Care Services Center to add, change, or cancel a visit. Our Care Services Specialists are available 24 hours every day.

### ***What if I need to speak to someone in the office after business hours?***

Our Care Services Center is available around the clock — 24/7. You can call at any time and one of our Care Service Specialists will be happy to assist you.

### ***Do I have to sign a contract for services and am I committed for a specified period of time?***

After our Care Designer completes your Caring Consult, they will suggest the type and frequency of services based on your needs. If you decide to start care, you will be asked to sign a client services agreement. Our Care Designer will review the entire agreement with you and your family. When you no longer need the services of a Caregiver, Nurse Next Door requires a minimum of 24 hours notice to cancel services.

### ***How is the Care Plan created and can it be modified?***

Ideally, you and your family will participate fully in the planning of your care. Sometimes information is obtained by discussion with your family physician, hospital staff, or other health professionals. Our Care Designer will create your Care Plan by identifying specific goals that are responsive, flexible and in line with your care needs. You will have a copy of the Care Plan in your home and the information will be communicated to each Caregiver that is assigned to your care. The Caregiver will follow the Care Plan and notify the Care Designer if there are any changes. Our Care Designers conduct regular visits to your home to ensure that you are satisfied and the care provided is meeting your needs. You and your family are well informed of any changes.



## ***Why should I use Nurse Next Door Home Care Services rather than hiring a Caregiver privately?***

Finding the right kind of home care can be difficult. While hiring a private Caregiver might seem more convenient, do you really know what you are paying for? Here are some of the questions you should consider prior to making that decision:

### ***Are background and screening checks completed for my Caregiver?***

When hiring privately you may need to do reference, credential and background checks of the candidates on your own. At Nurse Next Door, every Caregiver is carefully screened and has a criminal background check, including a vulnerable sector check. We confirm our Caregivers' educational credentials and verify upon hire, and annually, that every nurse is registered and in good standing with their respective College of Nurses.

### ***If my Caregiver is unavailable, who will fill in?***

When hiring privately, there will be the risk that the Caregiver might call in sick or need time off and you might find yourself without care. This means you will need a list of other pre-screened, private Caregivers to call on. At Nurse Next Door, we ensure there is a replacement when one of our Caregivers becomes unavailable. We believe in the continuity of care and services, and will contact you to inform you of a Caregiver change.

### ***Is the Caregiver licensed and insured? If not, can you afford the liability?***

When hiring private caregivers, having home insurance is not enough. Make sure that there is employment insurance set up to assure accountability. At Nurse Next Door, all of our Caregivers are licensed and insured to give our clients peace of mind.

### ***What if the Caregiver injures themselves while in your home? Does the Caregiver have coverage for workers' compensation?***

Despite everyone's best efforts, accidents can happen in any workplace. It is important to have a local Workplace Safety Insurance employer account set-up and paid for when you employ a private caregiver to ensure you're both protected. At Nurse Next Door, each office provides workers' compensation coverage for their employees and is registered with the Workers' Compensation Board / Workplace Safety and Insurance Board. This is done to protect employees from the financial hardships associated with work-related injuries and occupational diseases.

### ***Who will handle the payroll for the Caregiver and ensure that mandatory government deductions are made?***

When hiring privately, you need to ensure that you prepare payroll deductions in accordance to the government requirements. As an employer, you will also be paying for contributions aside from wages, such as employment insurance, pension plans, etc. Each Nurse Next Door office ensures that every Caregiver is paid on time and that mandatory payroll deductions are made in accordance with government regulations.



# Researching Home Care Options Checklist

Finding the right home care provider can be a daunting task – especially if you’re not sure what to look for. Use the following checklist to compare Nurse Next Door to other home care services to help you make your best choice.

Provider Overview	Nurse Next Door	Provider #1	Provider #2
The provider is locally owned and operated.	✓		
The provider answers the phone with a live team of specialists 24/7.	✓		
The provider has appropriate liability insurance.	✓		
Employees licensed and insured.	✓		

Caregiver Screening & Matching	Nurse Next Door	Provider #1	Provider #2
All caregivers are interviewed in person.	✓		
The provider performs background checks, criminal record checks and medical screening.	✓		
The provider performs reference checks on all caregivers.	✓		
Caregiver arrival and departure times are monitored remotely through an automated system.	✓		
The provider replaces a caregiver at a client’s request at no additional fee.	✓		
Caregivers receive thorough orientation and ongoing training.	✓		

Ongoing Management & Supervision	Nurse Next Door	Provider #1	Provider #2
Free, in-person consultations are offered to families.	✓		
Free supervisory and follow-up visits are performed regularly.	✓		

Happiness	Nurse Next Door	Provider #1	Provider #2
Clients are matched with caregivers who share the same passions, interests and hobbies.	✓		
There is a system where clients get back to doing the things they love.	✓		

# Happier Aging Stories

At Nurse Next Door, our clients are our storytellers and their happiness is our priority. We're not just providing a service, but we're allowing our clients to achieve their goals and realize they can still do things they thought were no longer possible. This is what our trademarked Happier Aging concept is — and there are no limits to what our clients can wish for!

*\*Names have been changed to protect the privacy of our clients and staff.*

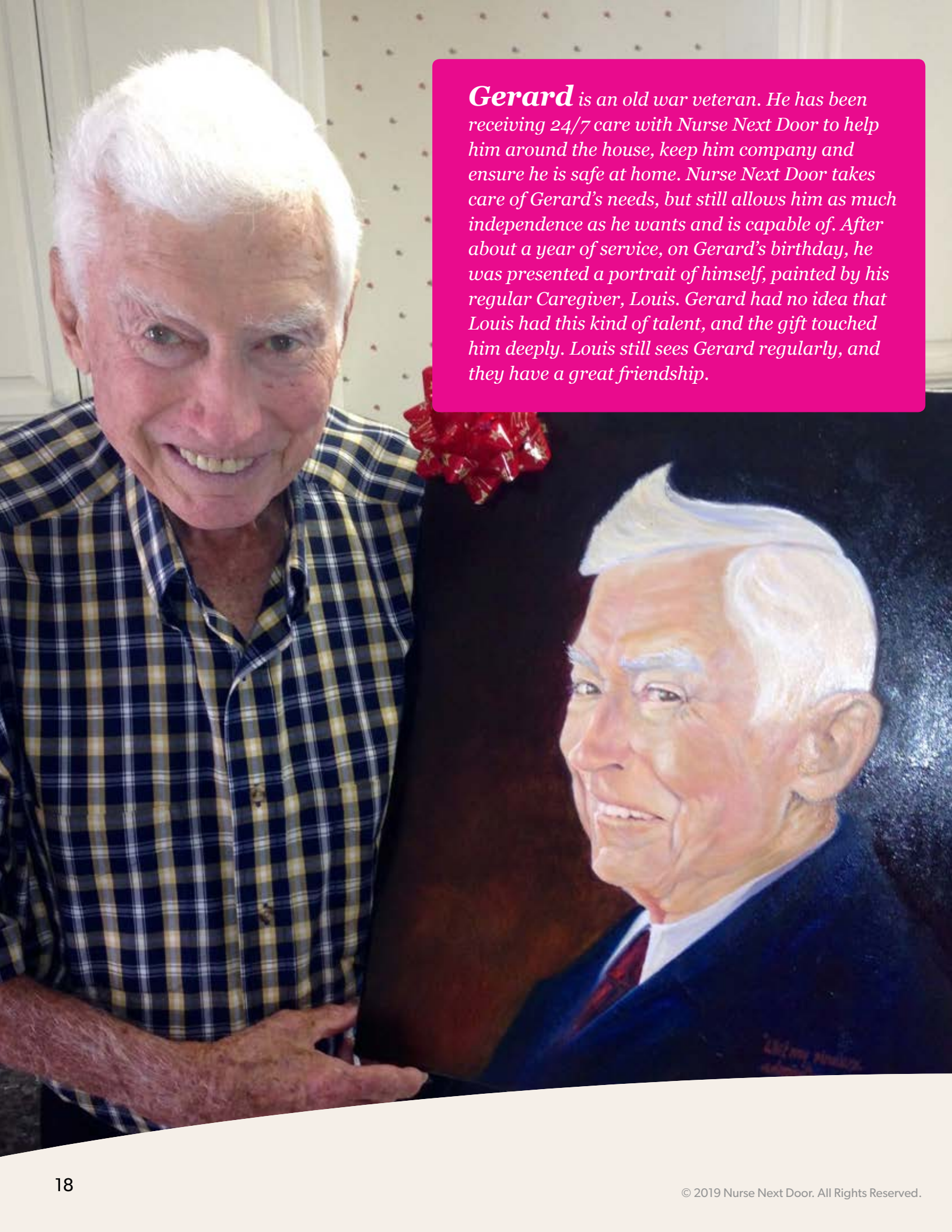


**Alex** was a bed-ridden patient in hospice. The hospice approached Nurse Next Door as Alex had become very ill and they wanted someone to take care of him in his last days. Beth, a Nurse Next Door Caregiver, went in, got him out of bed, cleaned him up, and slowly started to get him active. He was asked what he would love to do, and he stated that he had never cooked a meal in his life and wanted to learn how to cook. Beth taught him how to cook a pot roast! He got all dressed up and served his children and grandchildren the meal. He has also opened up to his daughter and started talking to her about his experiences in the war and the airforce. With Nurse Next Door's help, Alex entered remission and extended the time he had to live.





***Evelyn's*** health was declining and her physician suggested that she get some extra help to make sure she was eating properly and taking her medications. Evelyn didn't want anything of the sort, but her daughter knew that she would need someone to help out if they wanted to see any improvement. Evelyn's daughter hired Nurse Next Door, who sent their Caregiver Sarah, but Evelyn was still resistant. She would refuse to let Sarah into her house every day, but Sarah would still show up each time she was supposed to be there. Since Evelyn wasn't letting her in, Sarah just worked outside and tended to Evelyn's garden for many days. One day, Evelyn opened the door and said "Well, if you're going to continue to show up, you might as well come in." From this, a fantastic relationship was born!



**Gerard** is an old war veteran. He has been receiving 24/7 care with Nurse Next Door to help him around the house, keep him company and ensure he is safe at home. Nurse Next Door takes care of Gerard's needs, but still allows him as much independence as he wants and is capable of. After about a year of service, on Gerard's birthday, he was presented a portrait of himself, painted by his regular Caregiver, Louis. Gerard had no idea that Louis had this kind of talent, and the gift touched him deeply. Louis still sees Gerard regularly, and they have a great friendship.

# 10 Tips For Getting Parents to Accept Help

Getting your mom or dad to say yes to caring is the hardest part of being a family caregiver. Don't worry — we've taken our years of experience and put it into a quick and easy read:

**1. Seek the advice of a trusted professional.** A physician can be your best ally in getting your parents to accept help. We often find that bringing in Nurse Next Door for a free consultation and having an outside expert opinion can go a long way.

**2. Hire a Caregiver to manage household chores and not actual hands-on care.** Place emphasis on just getting help for chores – vacuuming, laundry, grocery shopping or even meal preparation. This is less threatening to a loved one's independence and will serve as a means to “get the Caregiver in the door.”

**3. Place more of your attention on the parent who needs more help.** By allying yourself with the more independent parent, you may ultimately be able to get them both to accept the help they require.

**4. Focus on you as the caregiver needing the help and not them needing assistance.** “I'm not sleeping: I can't eat and can't think at work because I am worried about you. Please help me come up with a solution we can both live with.” Your parents love you and have always taken care of you. Helping you with this dilemma can be a collaboration that is mutually beneficial.

**5. Tour a few nursing homes as an alternative.** Let them choose whether they want to move or stay at home. If they want to stay at home for as long as possible (or forever!), then hiring a Caregiver is the first step.

**6. Give them a potential out.** “Let's try this for two months. If you still don't like having someone help you with the chores, then we can consider other options.”

**7. Discuss money.** Let them know that spending money on their happiness and keeping them in their own home is worth far more to you than a few extra dollars of inheritance.

**8. Show them the stats.** Almost all injury-related hospitalizations are the result of a simple fall and 1 out of every 3 seniors will fall this year. By having a little bit of help, these accidents can be prevented.

**9. Ask them about their fears and their goals.** Ask them about what they fear about getting older (recent studies show that the number 1 fear of aging is losing independence and the number 2 fear is moving out of their own home and into a nursing home). Then ask them what their goals are and start working together to help make these goals come true.

**10. If all else fails, introduce the Caregiver as a friend.** Introduce the hired Caregiver as a friend or companion. A friend is trustworthy and can provide companionship and help out around the house a little! Nurse Next Door can accommodate whatever works best for your loved one while keeping the information you provide confidential.



## Next Steps

To book your free Caring Consult, give us a call at  
**1-866-318-7932**

Once you've set up a Caring Consult, our Care Designer will meet you at your requested location, date, and time. If you need to change this, you can call our Care Services Center to reschedule. At the Caring Consult, our Care Designer will present you with a customized Care Plan and service agreement. Services can be set up as quickly as within 24 hours!