



Eldercare
Home Health Inc.

416 482-8292

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Frequently asked questions

Frequently asked questions:

Below you'll find answers to many of the Elder care questions we hear most often. Click on the question to be taken to the answer.

"My father would never have been able to return to his own home if it hadn't been for Eldercare Home Health. They helped organize his discharge and worked with his Doctor and his pharmacist to sort out his medications. And, of course, they've been providing excellent in-home care."

Ms. Brenda Gross, Client's daughter



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1. When should we contact Eldercare Home Health?

You can call us at any time. The earlier the better. Unlike almost any other care provider, we always try to see our clients before we start providing care.

If you can give us a few days notice that usually works best. It gives us a chance to do a detailed assessment and gives the family a chance to meet us and ask any questions that may

come up.

There are many aspects to creating a positive outcome. One of the most important is having a good client - caregiver match. Allowing for the time needed to make a detailed assessment and to meet the client and family means we are that much further ahead in being able to make the best possible caregiver match.

That said, sometimes it unavoidable and we are called in at the last minute.

In those situations we ask for as much information as can be provided over the phone. We then arrange care and one of our Nurse Supervisors, a Registered Nurse specializing in Gerontology, goes out to meet the client at the first opportunity.

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2. Is there a charge for the initial assessment?

The assessment is performed by one of our Nurse Supervisors, a specialist in Gerontology. The Nurse meets with the client and usually the family. When appropriate she will also meet with the hospital team, the Doctor Physiotherapist, etc. to discuss care requirement and objectives. A thorough medication review is also performed.

If a client is returning home from the hospital, the Nurse Supervisor will usually go to the home, assess it for safety and accessibility, and where necessary make recommendations for changes intended to help make the return home as comfortable and safe as possible.

There is no charge for the initial assessment.

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3. Do you see people in the hospital and retirement homes as well as in their own homes?

Yes. We often find that families want, or need supplemental care.

Hospitals, much as they may like to, often are not able to provide the level of care our clients are comfortable with. We work with the hospital staff to ensure that our clients receive the level and quality of care they expect, and are entitled to.

Retirement homes are not usually equipped to care for clients who need significant levels of care. We help by providing the care required, which enables clients to remain in a setting they are comfortable with.

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4. What happens if we end up needing less care than we thought we would?

For clients returning home from the hospital, we often start off providing anywhere from 8 hours to 24 hours of care (depending on the situation). Once everyone is settled and a routine has been established it's not unusual for us to actually recommend a reduction in hours of care.

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5. What happens if we end up needing more?

Client's care needs often change during the time we are with them. Some of our clients are with us for a very short period of time, usually to help them recuperate after a fall, surgery or an illness. We also have a lot of long term clients who have been with us for a number of years. Making sure the appropriate amount of care is provided as their needs change, is part of our responsibility.

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6. Is there a minimum number of hours you'll arrange care for?

The minimum number of hours for a single shift is 4. We provide care up to 24 hours a day, 7 days a week.

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7. Can you co-ordinate the schedule so that it works with the hours that are covered by Homecare?

We can almost always work with Homecare (The Community Care Access Center) to come up with a scheduling solution that makes the most sense for everyone. A number of our clients have actually come to us through the Community Care Access Centers.

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8. How many hours of care do clients typically need?

Everyone is different. Some clients only require 4 hours every other day for a few weeks, others need care 24 hours a day 7 days a week.

It depends on a number of factors: the client's health, the client's level of activity and expectations, family support available and, if they're not at home, the environment (nursing

home or hospital, and what kind of care they are able to provide).

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9. How old are your clients?

Our clients range from their early 60s right up to just over 100 years old. Most of our clients are in their 80s and 90s.

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10. What do you mean when you say you take a holistic approach to providing Elder care?

We believe that providing a care solution is about helping people feel happy, safe and comfortable. It means taking the time to match the right caregiver(s) to the client, that the

For a complimentary assessment by one of our Registered Nurses please call us at 416 482-8292 We're here to help.

~~that their needs are taken care of. That someone is listening~~

For additional information you can reach us by e-mail at:
info@eldercarehomehealth.com

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Founded by a Registered Nurse, Eldercare Home Health has been providing Elder care in Toronto for more than 7 years. No one knows Elder care better than Eldercare Home Health Inc. Click here to review our Privacy policy (you'll need Adobe Acrobat to view this document).

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Eldercare Home Health Inc: Providing in-home health care - Elder Care, for seniors in Toronto, Ontario for more than 7 years. We work with elderly clients who require care. We are experienced in providing care for clients with Alzheimer's disease, Parkinson's disease, Cardiac disease, Stroke patients, Patients with cognitive impairment (dementia), etc. We also provide palliative care and respite care. All Elder Care services through Eldercare Home Health are supervised by a Registered Nurse.