

THE ONTARIO EDITION

The Complete Family Care Handbook

A practical companion for the conversations, the decisions and the care your family is arranging.

A little clarity. A plan you can return to.

For the person keeping track of everything: what changed, who is helping, what it costs and what happens next. Work through one situation at a time, with your parent's wishes at the centre.

This copy supports the family of

Part of the Family Care Planning Kit: this handbook, the fillable Hospital-to-Home Organiser and the companion planning spreadsheet. These are separate files; information does not sync between them.

Revised edition 2.0 / September 2026 By The Vetted Senior

START HERE

Find the page you need.

This is a working reference. You can begin with the question in front of you, then come back when the situation changes.

Your question	Start on page
Something just happened: the first 72 hours	3–4
We need one place for the important information	5–9
How do we talk about this and divide the work?	10–12
Which Ontario service do we call?	13–14
What needs attention at home?	15–16
What support and provider fit our situation?	17–18
How do we compare costs and pay for care?	19–21
Which documents and decisions need attention?	22–23
We are worried about memory changes	24–25
The caregiver needs support and a backup	26–27
It is late and everything feels overwhelming	28
Show me an example / help me hand over the plan	29–30
Contacts, sources and how to use the files	31–32

Handbook worksheets are for printing. Use the separate fillable organiser for typing on screen, and the spreadsheet for dated schedules and quote calculations.

03 / THE FAMILY MEETING

A 20-minute check-in.

Invite your parent to shape the conversation and who attends. A coordinator keeps track; that role does not create authority over health or finances.

Time	Discuss	Leave with
First 5 min	What matters to the parent / what changed?	An agreed priority
Next 5 min	Confirmed support and uncovered tasks	Facts separated from assumptions
Next 5 min	Who can realistically do what?	An owner and backup who agree
Last 5 min	Costs, open questions and follow-up	A written next step and review date

Priority for this week / parent’s wishes

Tasks, owners, backup and agreed dates

Open question / person to ask / next check-in

07 / A WORKED COST EXAMPLE

The hourly rate is only the start.

Fictional example in Canadian dollars. These are teaching numbers, not Ontario market rates or a provider quote.

Assumption	Example
Visits each week	3
Hours needed each visit	2
Minimum billed hours each visit	3
Rate per billed hour	C\$40
Other weekly charges, including applicable tax	C\$15
One-time costs	C\$120

Compare the billable time

3 visits × the higher of 2 needed hours or 3 minimum hours = 9 billed hours per week. The family needs 6 hours but pays for 9.

Weekly: $(9 \times \text{C}\$40) + \text{C}\$15 = \text{C}\$375$. Average month: $\text{C}\$375 \times 52 \div 12 = \text{C}\$1,625$. First 14 days: $(\text{C}\$375 \times 2) + \text{C}\$120 = \text{C}\$870$.

The monthly figure is an annualised average, not a calendar-month invoice. The two-week result assumes identical weeks. Ask about different visit types, premiums, tax and one-time charges before relying on the comparison.

In the spreadsheet, enter zero only for a confirmed no-charge item. Leave an unknown amount blank; incomplete inputs should not look like a reliable total.

12 / A WORKED FAMILY EXAMPLE

From a worry to a shared plan.

Fictional example of coordination, not a care recommendation. Every family’s care plan must reflect the person’s needs and professional advice.

The situation

Maya is helping her father return home. He wants his usual breakfast routine and would prefer short visits from familiar people. The clinical team has supplied care instructions. His daughter has requested home support, but a start date is not confirmed.

Record	What Maya writes
Parent’s priority	Keep the morning routine; agree who may receive updates.
Confirmed	Brother agrees to the journey home. Equipment delivery date is confirmed in writing.
Requested, not confirmed	Home-support referral is in progress. Maya will ask the coordinator about timing.
Uncovered need	The family cannot cover one required visit. Maya raises the gap with the care team before discharge.
Assigned follow-up	Maya calls the coordinator at the agreed time; her brother obtains the equipment instructions.
Review	Family check-in the following evening, with their father’s input.

Why this helps: the plan distinguishes requests from commitments, names an owner and makes an uncovered need visible. It does not pretend that filling in a rota creates a service.

KEEP THIS PAGE HANDY

Ontario help, at a glance.

Start with the service that fits the question. These contacts do not require a TVS purchase.

Immediate danger / medical emergency | 911

Do not wait for a checklist or a callback.

Health811 | 811

Ontario nurse advice, day or night. Not an emergency response service.

Ontario Health atHome | 310-2222

Home-care assessment and care coordination. No area code in Ontario.

Community services | 211

Ask about meals, transport, local support and other community programs.

Ontario Caregiver Helpline | 1-833-416-2273

Support finding caregiver resources. Available by phone 24/7; not a crisis line.

Seniors Safety Line | 1-866-299-1011

Ontario support for abuse or neglect concerns, 24/7.

Suicide Crisis Helpline | Call or text 988

If you or someone you know is thinking about suicide. Available 24/7 in Canada.

Contacts checked September 26, 2026. See the source links in this pack for current details. Your care team's individual instructions take priority.