

Maximum
benefit.

YOURNURSE

Did you know that 30% of your employees have a second job? Millions of Canadians have already taken on the role of caregiver, a responsibility that can range from helping an elderly parent with day-to-day tasks, caring for a special needs child, assisting a spouse living with a chronic illness, or helping a neighbour get to and from appointments. Caring for a loved one and navigating the health care system can be complex. Caregivers need help.

Balancing the demands of caring for a loved one, and being focused and productive at work, can be a challenge. By providing assistance to employees with a caregiving challenge, YourNurse allows companies to maximize the performance and efficiency of their employees.

YourNurse is provided by HumanaCare, an accredited home health care organization who has specialized in corporate caregiving solutions since 1996. With over one million eligible employee members, HumanaCare is the largest provider of corporate caregiving solutions in Canada.

YourNurse offers a valuable service to employees by addressing the caregiving challenge and providing real, tangible solutions. YourNurse is an affordable investment with significant benefits for its members and provides:

- Consultations: Nursing case management for caregiving issues
- Caregiving: Homecare for loved ones (Back-up care for employees)
- Tools and Ongoing Support: Discounts and resources that will assist with optimal care

FACTS AND FIGURES

The need for caregiving often presents itself suddenly, and becomes more pressing and complex as it continues, on average lasting more than 5 years. Consider the following:

- **Approximately 35% of employees provide care to a loved one in any given year**
– Statistics Canada General Social Survey, 2012
- **Caregiving costs Canadian employers \$1.3 billion annually in productivity. 43% of employed caregivers arrive to work late, have to leave early or take time off during the day**
– Statistics Canada General Social Survey, 2012
- **About one-third of Canadians aged 45 or older were providing informal care to a senior with a short or long-term health condition in 2008/2009**
– 2008/2009 Canadian Community Health Survey–Healthy Aging
- **The number of seniors requiring informal caregiving is projected to double between 2012 and 2031**
– Statistics Canada General Social Survey, 2012
- **More than half of caregivers aged 45 and over encountered difficulties and challenges**
– 2008/2009 Canadian Community Health Survey–Healthy Aging

HOW IT WORKS

Eligible employees or their spouse simply telephone YourNurse or connect through www.yournurse.ca. They are then connected with a Registered Nurse who will be their Care Specialist and will develop a personalized care plan for the employee's loved one.

OVERVIEW OF SERVICES OFFERED

YourNurse provides a single point of contact for around-the-clock nursing support and personal care in the homes of employee's loved ones. Care is delivered across Canada by approved and monitored homecare providers. Employees are entitled to receive four hours of "back-up" care assistance (personal support homecare) each year.

YourNurse also offers a twenty-five per cent discount off of FirstWatch™, an emergency two-way response system that helps loved ones remain safely in their homes. The system operates through an existing phone line, and provides an emergency transmitter that can be worn around the wrist or neck. With the push of a button, FirstWatch offers connection to emergency services, a nursing call centre, to a national network of homecare providers and in times of need, to family, friends and neighbours.

YourNurse offers national coverage in English and French, as well as assistance for other language preferences. Case management provides reports and information delivered within 24-48 hours. All information and referrals shared by YourNurse are maintained, updated and validated for quality on a regular basis.

YOURNURSE'S NURSE-LED CONSULTATIONS HELP WITH:

- **Accessing Provincial, Territorial and Federal Benefits** including provincial homecare programs, veteran programs, funding sources, assistive devices programs, medical resources, provincial drug benefit plans, and home renovation grants.
- **Transitions Advocacy and Information** including assistance with hospital discharge and transitions to homecare or homecare services.
- **Accessing Community and Volunteer Organizations** including Meals on Wheels, day programs, and seniors' supports.
- **Locating Health Supports** including physicians/specialists, occupational therapists, dietitians, physical therapists, pharmacists, and clinical trials.
- **Finding Health Information** on diseases such as cancer, Alzheimer's, diabetes or stroke, linking with pharmacists for drug coaching and support, advocacy, and linking with organizational programs.
- **Establishing Safety** including access to home safety assessments and discounted emergency response systems.
- **Monitoring a Loved One's Well-Being** using online personal health records for information tracking and record keeping.



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