General information only. Your doctor and health team lead all medical care. Keep this sheet private.

The Family Care Binder

A practical organizer for the people who care about you.

Where do I start?

Choose what is happening now. You only need the pages that matter today.

EMERGENCY / TRIAGE — **PAGE 2**
Share health details, allergies and emergency contacts.

WHILE IN HOSPITAL — **PAGE 6**
Record bedside updates and questions for tomorrow.

BEFORE DISCHARGE — **PAGES 7-9**
Ask the doctor, therapists and discharge planner.

FIRST WEEK AT HOME — **PAGES 10-11**
Confirm visits, coverage and who to call.

CARE DETAILS & ONGOING SUPPORT — **PAGES 3-5, 12-16**
Routines, medicines, contacts, daily notes and home safety.

This binder belongs to

Name / preferred name _____ Last updated _____

Keep this private. Do not post it online.
Inside: emergency sheet, medications, hospital log, first 7 days, care team, daily log, documents and home safety.
Print any page again when you need more space.

Prepared by RightKind Care™. Reliable care, right for you.

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Hospital and Emergency Information Sheet

Keep a current copy. Update it after medication changes.

If you have 30 seconds, say these first

Name / preferred name

Date of birth

Allergies

Medications taken today

Who to call

Who makes decisions if needed

PERSON & HEALTH

Health card: yes / where kept

☐ Health card on file: yes

Private or extended insurance

Language / interpreter helpful?

Allergies and past bad reactions

Current meds: name, dose, time, purpose

Medical conditions

Past surgeries

Recent hospital stays

Spiritual / community contact

CONTACTS & CARE

Emergency 1: name, relation, phone

Best time to call contact 1

Emergency 2: name, relation, phone

Best time to call contact 2

Family doctor: name and phone

Pharmacy: name and phone

Decision-maker if person cannot

Where decision papers are kept

Where cards and documents are kept

Mobility, glasses, hearing, dentures

Communication needs

Kosher / dietary needs

Cultural or religious needs

More family care guides:

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About Me

The first page a new caregiver should read.

This helps a caregiver know the person, not just the tasks. Ask me what I prefer, and do not assume.

What I like to be called

Last updated

My morning routine

How I like to eat and drink

What helps me relax

What upsets me / what to avoid

How I move around and help I need

Bathing and dressing preferences

My sleep and bedtime routine

Language / how to speak with me

Shabbat, prayer, food or cultural needs

Things that make me smile

People and pets who matter to me

What I prefer doing myself

One more thing I want you to know

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Medication List

Take this to appointments. Ask what changed before leaving hospital.

Name / preferred name _____ Date last reviewed _____

Medication	Dose	Time	Purpose	Prescriber	Start date	Notes
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						
☐ New ☐ Changed ☐ Stopped Why? _____						

Include prescription, over-the-counter and other products you use.

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Care Team and Contacts

People to call and what they are helping with.

Name / preferred name _____ Updated _____

Role	Name	Phone	Notes / best time
Family doctor / NP			
Hospital discharge planner			
Ontario Health atHome coordinator			
Hospital OT			
Hospital physiotherapist			
Pharmacy			
Specialist 1			
Specialist 2			
Public home care contact			
Family contact 1			
Family contact 2			

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While They Are in Hospital

Write down who you spoke to and what you were told. Details fade when you are tired.

Who is staying with them tonight?

Any falls, confusion or new symptoms to report?

Date and time	Who I spoke to (name and role)	What they said	What changed (medications, tests, plan)	Question for tomorrow

Papers to ask for before you leave

- ☐ Discharge summary
- ☐ Test / imaging reports, if offered
- ☐ Equipment list
- ☐ Updated medication list
- ☐ Follow-up appointment dates

Keep these tucked in this binder.

Cannot be at the bedside? RightKind Care can arrange a PSW to stay with your loved one, days or nights, and report back to your family. Call (647) 847-CARE.

Scan to learn about hospital advocacy

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Before You Leave the Hospital

Ask the Doctor | Questions 1 of 3

Different people can answer different questions. Ask each of them, and write the answer next to the question.

☐ I told the team I am the family caregiver, and what I can and cannot do at home.

WHAT TO BRING

- ☐ Health card / insurance cards
- ☐ This emergency sheet
- ☐ Medication list and bottles
- ☐ Glasses, hearing aids, dentures
- ☐ Mobility aids, if team asks
- ☐ Phone and charger
- ☐ Comfort / religious items

ASK EACH DAY

- ☐ Who is leading care today?
- ☐ What changed since yesterday?
- ☐ What tests / treatments are planned?
- ☐ Have medicines changed?
- ☐ Plan for eating and moving?
- ☐ What should family watch for or report?

1. What is the diagnosis? What should we expect in the next few weeks?

2. Which medicines are new, changed or stopped? Why?

3. Which symptoms are usual, and which need a call or return visit? Who answers after hours?

4. Which follow-up appointments or tests are needed, and who books them?

5. Are there any limits on food, activity or driving?

6. Should we see the family doctor in the first week? Who sends the discharge summary?

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Before You Leave the Hospital

Ask Hospital OT and Physiotherapy | Questions 2 of 3

Ask these if a hospital OT or physiotherapist has seen your loved one.

1. Can they walk, use stairs or the toilet, and get in and out of bed safely? With what help?

2. Which aids are needed? Who arranges the walker, shower chair, toilet seat or bed?

3. Do they need someone beside them while bathing, dressing or moving?

4. Would home changes such as grab bars help? Is a home visit needed?

5. Can you show me how to help with transfers or other tasks that need a technique?

6. What exercises were recommended? Will physio be at home or in an outpatient clinic, and who calls us?

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Before You Leave the Hospital

Ask the Discharge Planner / Coordinator | Questions 3 of 3

Record who will call, the date they expect to call, and the first visits actually booked.

1. Which public services are approved? How many personal support visits each week?

2. How long is each visit? At what times? Is the first visit date and time confirmed?

3. Who will call to book public nursing, physiotherapy and personal support, and by when?

4. Who helps during the first days or nights, or if a visit is missed?

5. Who do we call if no one has called by the next business day?

6. Is the ride home arranged? Who has the keys? Are there any costs and who pays?

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Your First 7 Days at Home

Confirm each first visit. Write down names, dates and numbers.

A referral is not a booked visit, so confirm each first visit. Ask who calls you, and by when.

Date home from hospital _____

Care coordinator / direct number _____

Service	Who arranges it	First date and time	Phone	OK?
Personal support (PSW)				☐
Public nursing visit				☐
Home physio / outpatient?				☐
Occupational therapy				☐
Equipment delivery				☐
Family doctor / NP (week 1)				☐
Who covers before visits?				☐

PERSONAL SUPPORT PLAN

Visits per week _____

Length of each visit _____

Usual times / missed visit contact _____

PHYSIOTHERAPY

☐ Home ☐ Outpatient clinic

Who calls and by when? _____

DAY 1 AND DAY 2 CHECK

Expected a call but no update by the next business day? Call your coordinator or Ontario Health atHome: 310-2222 (Toronto) or 1-833-515-1234.

Date / time / person spoken with: _____

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What to Expect at Home

What public services may cover, and what to confirm.

Personal support

Public personal support can include bathing, dressing, getting in and out of bed or a chair, eating, toileting and daily hygiene. Routine housekeeping is not part of personal support.

Hours and first visit

The coordinator assesses needs and eligibility. A referral is not a booked visit. There is no standard start date or number of hours promised on this page. Ask for visits per week, visit length and usual times.

Physiotherapy

A funded outpatient physiotherapy clinic is not a home visit. If travel is difficult, ask Ontario Health atHome whether home physiotherapy can be arranged.

If care changes or a visit is missed

Call the care coordinator. Ask who covers a missed visit. If needs change or hours are not enough, ask for a reassessment.

Review, appeal and complaints

Ask Ontario Health atHome for a formal review of an eligible care-plan decision, including the amount of service. Following that process, certain decisions may be appealed to the Health Services Appeal and Review Board. For unresolved concerns, Patient Ombudsman: 1-888-321-0339.

Where private help can fit

Some families add non-medical help for early days, nights, extra personal care, company, meals or housekeeping. RightKind Care can arrange a PSW alongside public services. Call (647) 847-CARE.

Questions or care gaps to follow up

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Appointments and Questions

Bring this page along and write down the answers in your own words.

Name / preferred name _____

Date / period covered _____

Date	Who / where	What to ask	What was said	Next step

If you need more space, print this page again.

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Daily Care Log

A week at a glance. Write down changes that family should know about.

Name / preferred name _____ Week starting _____

Day / date	Sleep	Meals	Mood	Mobility	Anything family should know
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

Share urgent concerns promptly. Do not wait for the end of the week.

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Important Documents

Write where each is kept, not the numbers themselves.

Keep originals secure. Do not write account numbers, health card numbers or passwords on this page.

Have?	Document	Where it is kept
☐	Health card	
☐	Medication list	
☐	Power of attorney for personal care	
☐	Power of attorney for property	
☐	Advance care wishes	
☐	Will (location only)	
☐	Insurance or benefits information	
☐	Doctor and specialist letters	
☐	Discharge papers	
☐	Equipment receipts	
☐	Care plan from care coordinator	

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Questions to Ask a Home Care Agency

Ask the same questions, no matter which agency you call.

Agency / person spoken with _____ Date and phone _____

1. What are the costs, minimum hours and extra fees?

2. How are caregivers screened and matched?

3. What happens if a caregiver is sick or misses a shift?

4. Who answers calls after hours?

5. Does the agency handle payroll and deductions?

6. Who oversees care and responds to concerns?

7. How does the family receive notes?

8. How can we change the care schedule?

How RightKind Care can help

A dedicated coordinator oversees care. Caregivers are vetted, background-checked and matched to the family. We arrange backup coverage if a caregiver cannot make a shift. A coordinator calls back within one business day.

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Make the Home Safer

Room-by-room checks that can help lower the risk of a fall.

Review each area with the person. Ask an OT about changes that involve mobility or transfers.

ENTRANCE

- ☐ Entrance lights work
- ☐ Clear path / safe step
- ☐ Rail or ramp if needed
- ☐ Lever door handles

BEDROOM

- ☐ Night lights on route
- ☐ Clear walkways / no loose rugs
- ☐ Phone and essentials within reach
- ☐ Bed is easy to get in and out of

BATHROOM

- ☐ Grab bars where useful
- ☐ Non-slip bath / shower surface
- ☐ Shower chair / bench
- ☐ Raised toilet seat if needed

STAIRS

- ☐ Strong, usable railings
- ☐ Clear steps and good lighting
- ☐ Edges easy to see

KITCHEN

- ☐ Items used often are within reach
- ☐ Spills cleaned up
- ☐ No unsafe climbing

What needs attention / who will follow up

RightKind Home Access
A RIGHTKIND CARE SERVICE

Safer at home.

rightkindcare.com/home-access

An occupational therapist can visit, mark where grab bars should go, recommend equipment and check the home is safe. We can arrange an OT visit. The family pays the OT privately, so check whether your insurance plan covers it. RightKind Home Access can also arrange grab bars and other changes through our contractor partner. Call (647) 847-CARE.

Scan for Home Access

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How RightKind Care Can Help

Reliable care, right for you.

Support when you need it at home

Personal support and coordination

RightKind Care provides in-home personal support and care coordination across Toronto and the GTA.

Care built around your family

Every caregiver is vetted, background-checked and personally matched. A dedicated coordinator manages the care, with backup coverage if a caregiver cannot make a shift.

Help after a hospital stay

We can help with personal care, companionship, memory care, recovery, palliative care and more. This is non-medical support.

Respect for what matters

We offer culturally sensitive and halachic care, and we ask before we assume.

A first conversation

A coordinator calls back within one business day. The first step is a free in-home care assessment, with no obligation.

Not sure what you need? Call us.

(647) 847-CARE

rightkindcare.com

Scan for more free guides

Reliable care, right for you.