

Home Health and Community Care Services



MOSAIC

Home Care Services & Community Resource Centre

**Person
Centered
Home Care**



Nursing



**Community
Resource
Centre**

**Mosaic's
Elder
Care Plus®**



**Mosaic's
Lifestyle
Companion®**



**The
Meaning
of Me®**



Gold Medal
of the European Society For
Person Centered Healthcare



What a difference we make®!

Person Centered & Community Integrated

Home Care Services

- Personal Support
- Homemaking
- Specialized Care
- Central Oversight
- Elder Care Plus® – Social Work & Care Navigation

Medical Services

- Nursing
- Palliative Care
- Medical Oversight

Social, Emotional, Lifestyle Services

- Person Centered Care – The Meaning of Me®
- Person Centered Certification
- Lifestyle Companions®

Community Services and Outreach

Community Resource Centre, Information
and Events, Memory & Community Café's,
Outreach & Partnerships

**Serving people of all ages and needs in the
Greater Toronto Area, including York Region.**

www.mosaichomecare.com

416.322.7002 | 905.597.7000

Person Centered, Community Integrated

*Award winning
model of home care.*



Gold Medal of the European Society For Person Centered Healthcare

“The Gold Medal and its associated Certificate are awarded in recognition of your substantial contribution to the development of home and health care issues in the community and thus to a development of the person-centeredness of care when developing relations between healthcare professionals, home care providers, not-for-profit agencies and other important services providers that are needed to provide the wider levels of support often required by those in need in the community.”

We are Canadian owned and privately run. We serve people of all ages and needs in the Greater Toronto Area, including York Region.

From the initial assessment to creating your care plan, from caregiver recruitment, selection and personal caregiver introduction to home care checks, our experienced client services team and caregivers, personalize, oversee and adjust care as needed. We are here for you and your family 24/7.

Our services are uniquely focused on supporting and enhancing the social and emotional, as well as physical needs of those we care for. We commit to knowing the person, to meaningful conversation, to interaction with interests, activities and where possible the wider community.

Through person centered care and our community outreach we also commit to developing age friendly communities and healthy ageing across the GTA.

Home Care Services and Central Oversight

What a difference we make in your life at home, and in your community.

Mosaic provides a range of person centered services to enhance the lives of those in our care. We help the person remain independent and integrated with the community and friends, whether in their own home, hospital (bedside sitting), retirement residence or long-term care.

Our person centered culture runs throughout our organisation. We take great care to find out about personal preferences and wishes when planning care. But, we also move beyond the usual tasks to engage with a person's social and emotional needs and their relationships with the community.

Central Oversight Service

Our experienced client services team provides central oversight of care, keeps up to date with clients, families and works with other healthcare professionals. Effective oversight of care requires knowledge and training in dementia, end of life, palliative care, frailty and other important areas.

"I am writing to tell you how wonderful your staff were who provided 24-hour care for Jack throughout the last couple of years of his life. I can really see how Mosaic won the European Gold Award for Excellence in Person-Centered Care...It was only because of your staff that he was able to live at home as he wished until his last few days. All his caregivers gave him excellent care including the emotional support so crucial to helping maintain meaning and purpose in his life."

~ Margaret E. Black, Parish Nurse

Front line staff meet Mosaic's Standards of Excellence® including background checks, health clearances and are bonded and insured.

Personal Supports and Nursing



Personal care services (non medical): We provide care by the hour, overnight, 24-hour care and look after a wide range of personal needs including but not limited to:

- Help with bathing, and positioning in bed
- Monitoring and pick-up of medication
- Providing companionship
- Alzheimer's and dementia care

Nursing Care Services (medical): We provide private duty care services tailored to each family's unique needs including but not limited to:

- Palliative care
- Pain and symptom management
- Medication management
- Wound care

Homemaking: A wide range of services, including:

- Grocery shopping and other errands
- Light housekeeping
- Meal planning and preparation
- Monitoring of physical and mental health

For a full list of services, please contact us.

Social, Emotional Lifestyle and Community

Engaging with the social and emotional: The Meaning of Me®

Research shows that older people want their home care to meet their social and emotional needs, that they want to continue to engage with life and wish to have physical contact with nature, irrespective.

We agree: we believe that knowing the person, engaging in meaningful conversation, recollection, interests and activities and community, where possible, is important to physical and mental wellbeing.

We train and certify our caregivers in our “The Meaning of Me®” framework and our dedicated Client Liaison works with clients and caregivers to develop activities and interests.



Client Liaison with a group of Mosaic caregivers who have successfully completed the Advanced Person Centered Care training.

We are always looking at new ways of keeping persons connected to the many important things in their lives. Connecting to a person’s wider social and emotional whole is especially important for those with complex care needs.

Please also visit our website to learn more about our other Lifestyle services: ***Mosaic Lifestyle Companions®***

Community Resource Centre and Non-Profit Outreach

Community outreach and resource centre



Our community resource centre is located in the heart of the community. We provide pop-up events in different locations in the GTA. Our centre provides a wide range of events, information on community resources, services and an important space for hobbies and social groups to connect.

Events, Clubs & Outings, social, creative, educational, physical, cognitive, historical, festive and other monthly activities, either by online platforms or in-person. Some events or outings may have a nominal charge.

Memory Cafés provide opportunities for peer and social support without stigma and feature educational sessions, discussion topics, conversation, a focus on the arts, hobbies and hands-on workshops.

Community Cafés monthly across the GTA to engage older adults and the wider community. Cafés provide opportunities for social engagement, discussion, education and leadership opportunities for members of the community.

The Mosaic Difference

*The Person Matters at Mosaic –
We are more than just home care.*

We go beyond personal supports, nursing and homemaking to include meaningful conversation with the person and interaction with interests, activities and community.

We provide higher levels of service oversight when looking after those with complex care needs and a commitment to person centeredness throughout.



By collaborating with public, for-profit and not-for-profit sectors and by incorporating social and community objectives into our model of care we lead the way in developing age and person friendly communities.

*We are all beings
of meaning and community.*

Follow Us



Facebook: **MosaicHomeCare**



Twitter: **@mosaichomecare & @mosaicgtalinks
@JaneatMosaic**



YouTube: **MosaicHomeCare**



Podcast: **Mosaic Community Life in Canada**



Contact Us

Learn more about what a difference we can make in your life or that of a loved one. We look forward to introducing ourselves to you and your family.

Hours of Operation

Monday to Friday (on-site)
8:30 a.m. to 4:00 p.m.

Monday to Sunday (telephone)
Any day, any time (24/7)

Mosaic Home Care & Resource Centre

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Community Resource Centre

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