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Front



Dignity

makes the difference

**EXTENDICARE**

makes the difference

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## Extendicare makes the difference

Companies, like people, make choices based on the values that they hold. Our values guide our behaviour and in many ways, determine our future. For Extendicare, our values are our compass. They give us direction and purpose. That's why our commitment to our customers remains the same today as it was yesterday. And it is the same today as it will be tomorrow.

Extendicare is one of Canada's largest providers of long-term care and, through our ParaMed Home Health Care division, community-based health care. We have been in business since 1968, and have been using those years of experience to put proven, practical solutions to work in Canada's healthcare system.

We recognize that making the decision to move into a long-term care home, or helping someone you care about make that decision, can be difficult. By consistently delivering exceptional quality care and service; by employing caring and highly skilled healthcare professionals and support workers; through programs that support quality of life; and by our commitment to continuous quality improvement.

- Our residents' and family councils and our **Commitment to Residents** ensure that the people we serve are the central focus behind the decisions we make
- Our staff and leadership are trained professionals who care for each resident as an individual using a team process
- Our homes are accredited using a comprehensive review process conducted by the Canadian Council on Health Services Accreditation
- Our service programs ensure that we remain committed to exceeding the expectations of our customers

We know the people we serve and understand individual residents' healthcare needs. We also understand that the residents we serve are your mothers and fathers, your sisters and brothers, your uncles, grandparents, friends and loved ones. Like you, we want to provide them with the best care and support possible. We have the compassion, experience, skills and programs to make the difference.

Through ParaMed Home Health Care, Extendicare has provided exceptional-quality community-based health and support services to clients in Canadian homes, hospitals, assisted living residences, long-term care homes, schools and offices since 1974. Our staff have earned a reputation as versatile, responsive and compassionate caregivers who are committed to superior customer service, 24-hours a day, seven days a week.

We owe you unwavering dedication to the core values that have been the foundation of our company and are proud of the exceptional reputation our service has earned.

Your health, your home, your peace of mind. You can trust Extendicare with everything that means the most to you.

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