

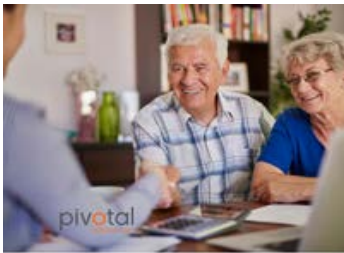
Offering to answer the question... What do we do and who can help us?

Upon the launch of the SeniorCareAccess.com portal, Professional Resources are now able to call upon Pivotal Consulting to assist them in bridging the gap between the often tedious, challenging and lengthy process of taking a senior client from having no direction, to being prepared for your service involvement.

Some Professional resources may also find the process very overwhelming and feel unqualified to engage a senior client prior to being prepared, given the particular nuances and challenges involved in working with seniors.



After many years working with seniors, care providers and families in transition, Pivotal's Consulting program (lead by Esther Goldstein) pulls from the experiences relating to LTC, Social Work, Care, Real Estate and transitioning services available for older adults. As Pivotal works with retirement lifestyles, mandated training for LTC, Person centred programs, Alzheimer's/Dementia, training for care providers, healthcare curriculum and education for Professionals working the senior market, Pivotal is in a position to bridge the gap between those Professional services and potentially transitioning seniors early in the process.



No matter where a client is on the path to a transition, often they struggle to get the process started. What do they do?

- Do they call a Lawyer? Unless there is a legal requirement, a Lawyer will not take the time to understand what is affecting the client or go beyond the legal involvement.
- Do they call a REALTOR®? Unless they are ready to list, most REALTORS® are viewed as strictly dealing with real estate and commissions. Rarely are they called upon for the transition process.
- Do they call their family Doctor? Doctors are a good source of referrals but are often limited to time and rarely get involved any further.
- Do they call a friend, neighbour or family member? This is typically the starting point and while some may offer good support and advice, many are armchair quarterbacks, while others may have a personal agenda behind their involvement.

Pivotal understands, through experience, that getting the conversation started could be very challenging and often a point of denial causing a roadblock for the process for what changes may be in store.

Pivotal's consulting program offers clients the opportunity for an unbiased, open conversation and sharing of facts. It also provides the Professional an opportunity to introduce a source of assistance to a client who may not yet be ready for the transition, allowing the Professional to remain neutral, empowered as a resource and involved. As the time approaches, the client will be better prepared for the referring Professional.

This 'bridging the gap' opportunity has been a great benefit for clients, families and Professionals

Clients:

- Gain an opportunity to discover resources that may assist or improve their quality of life
- Are able to have confidential conversations providing a platform to share and discover
- Receive unbiased conversation, resources and direction, improving their activities of daily living (ADL)
- Receive a road map in identifying and achieving goals

Families:

- Family dynamics is often a struggling point – We open the lines of conversation with members
- Discovery of facts, personalities, direction, goals and principal participants
- Reduce stress and offer direction
- Gain Pivotal advocacy when searching for the right fit to Retirement homes

Professional:

- For Professionals focused on their business, we provide the road map to get clients ready
- Relieve the Professional from managing all the 'players' prior to engaging services
- Free up Professional time investment as needed in working with older adults
- Receives updates and review of 'Plan of Action'
- Remains at arms length
- Retains referral as client
- Client views Professional as a great resource in assisting them prepare for the transition by working with a 3rd party
- For those Professionals that do not have a Network of Exceptional Specialists (NOES), Pivotal brings the required professions to the table (fees apply)

The process:

- All consultations begin with receiving contact information of the client and having permission to speak with them.
- Initial phone call introduction and meeting set up
- A FREE! 1 hour initial discovery of facts is offered. Either by phone/conference or in person (subject to availability)
- Based on the goal, a fee will be offered for services. Typical fee starts at \$1,499 and remain flexible and in control by the client depending on the needs and goals. All additional services brought in to assist in delivering the 'Plan of Action' is paid directly by the client upon approval. Alternatively, additional hours may be offered at \$110/hour plus HST. An extensive Network of Exceptional Specialists (NOES) have been gathered and we are able to work on unique solutions as may be required.

“Based on the discovery of facts, a ‘Plan of Action’ will be created and presented. This will identify several milestones on the path in achieving the goal.”



Goal example: To transition into a Retirement residence. BUT, before that can happen the client must want that for themselves and the family might need to be considered as it will effect certain members.

Milestone example: Set up home care, schedule family involvement, financial plan, will creation, offer of healthcare navigation, create a budget, provide relief of caregiver stress, preparing the property for sale - declutter, address individual concerns, connect with: Social worker, Mediator or Essential Conversations™. Offer alternative solutions, Dementia programs, interview Retirement residences/communities, arrange for respite, assist on move in day, manage downsizing process, overall support – go to person, etc. The consulting program is designed to build trust and develop the relationship many seniors and families seek.

* All services requiring designation or licensing will be offered through their respective governing bodies.

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