

# DALE MANOR

## Assisted Living Residence

### SERVICE AGREEMENT

This Service Agreement is between:

The “Registrant” of Dale Manor

AND

the “**Participant**” and/or “**Financially Responsible Person**”

This document must be signed by the person applying for residence in Dale Manor and/or by the party financially responsible for the Participant (the “**Financially Responsible Party**”). This Agreement shall be signed within ten (10) days prior to arrival of the Participant along with the cash or cheque for one half of the monthly rent. This deposit shall secure the admittance of the participant and the remainder of the cost shall be paid prior to moving into the facility.

Assisted Living is a semi-independent form of housing. The Standard of Care is “not usurping residents’ own responsibility for their health and safety. Assisted living operators have a duty to keep a ‘watchful eye’ over residents and to provide professional oversight of nonprofessional staff. However, if a registrant notices a problem in relation to a resident’s health or safety, the registrant has a responsibility to follow up on the matter with the resident and/or their designated contact person.”

We maintain a 24/7 response capacity; the facility is fully sprinkled. Dale Manor is registered with the Assisted Living Registrar, Province of British Columbia and adheres to all regulations.

We are obligated to follow the Registrant Handbook of the Office of the Assisted Living Registrar. The policy for Resident Entry and Exit is as follows:

- “you are able to meet the prospective resident’s service needs through the services you provide;
- the resident is able to express their wishes so as to be understood by personal assistance staff or by a spouse living with them who can communicate with staff on their behalf;
- the resident will not, through their behaviour, jeopardize the safety or well-being of others; and,
- the resident is able to make the range of decisions that will allow them to function safely in the supportive semi-independent environment provided by an assisted living residence.

A resident is no longer suitable for your assisted living residence when the resident:

- no longer meets the above health and safety prerequisites;
- requires 24-hour supervision and continuous professional care; or
- is no longer able to make their own decisions.”

In providing the support and prescribed services we will ensure that the following is adhered to:

- ❖ Respect and respond to residents' preferences, needs and values
- ❖ Promote maximum dignity and independence for residents; and
- ❖ Involve family and friends

## 1. The services offered in Dale Manor consist of the following and are regulated by the Assisted Living Registrant Handbook.

- 1.1 Support Services with Activities of Daily Living, i.e. Tactful reminders; encouragement of socialization; redirection for tasks.
- 1.2 Prescribed Services with Medication, i.e. Reminders; observation of medication taken (or not) if required; central storage of medication if required; and refills.
- 1.3 Support Services with the assistance in managing bank visits, if required.
- 1.4 Support Services with the Monitoring of Food or Therapeutic Diets, i.e. Modify meals in accordance with diets requested by residents or physician; observation; voluntary weigh in.
- 1.5 Support Services with independence of resident and observation of changes.

## 2 In addition to those as determined by the Assisted Living Registrar Dale Manor provides the following:

- 2.1 Full Meals and Snacks
- 2.2 Laundry Services for all linens and support with personal laundry, if required
- 2.3 Keeping abreast of current events in community
- 2.4 Maintenance of rooms and home
- 2.5 Central cable and phone
- 2.6 Independent room in floor heating
- 2.7 Maintenance of outdoor porch, patio and yard
- 2.8 Housekeeping for the facility

## 3 Miscellaneous Costs

- 3.1 Personal items such as;
  - Shampoo lotions; prescription costs; dry cleaning; entertainment for (theatre, personal type leisure activities, specific hobbies, Haircuts and other personal care expenses.
- 3.2 Taxi or HandiDart to doctor's visits, prescription medication, physiotherapy, chiropractic doctor

- 3.3 Fees associated with occasional team lead group outings only if wish to sign up
- 3.4 Transportation provided by PRRC's personnel for non-emergency; non-program related services will be billed at .51 cents a kilometer
- 3.5 Participant's personal spending money.

## 4 Release of Participant's Information

Pursuant to the Canada's *Privacy Act*, and the *Personal Information Protection and Electronic Act (PIPEDA)*, Powell River Recovery Centre Ltd is prohibited from releasing to the Financially Responsible Party any paperwork, charts, medical records or other information pertaining to the Participant unless the Financially Responsible Party obtains a signed consent form from the Participant authorizing such release. If the Participant has left the Program, any such consent form must be notarized.

## 5 Signatories to the Agreement

By signing below, the Participant and/or Financially Responsible Party acknowledges and agrees that he or she shall be personally responsible for payment of all charges, fees and costs for the Program and any additional costs not covered by the Program fee.

The undersigned has read, understood and agree to all of the terms and conditions of this Service Agreement, the Refund Policy, and all other documents referred to herein.

Print Participant's Name	Participant's Signature	Date
Dale Manor Manager's Name	Dale Manor Manager's Signature	Date
Print Financially Responsible Party's Name (if applicable) &/or Contact Person	Financially Responsible Party &/Or Contact person's Signature	Date