



# Attendant Outreach Services Agreement

This is an agreement between

**JOYCE SCOTT NON-PROFIT HOMES INC. in Milton, Ontario  
(Hereinafter referred to as JSNPHI)  
Which is the parent company of Independent Living Halton**

and

---

(Consumer, hereinafter referred to as “you”)

of

---

\_\_\_\_\_, Ontario  
(City/Town)

**By signing and returning a copy of this agreement with JSNPHI, it is understood that you hereby accept and agree to abide by the following terms:**

1. The services offered by JSNPHI are designed to provide assistance only to the extent to which they are required by reason of your physical disability. You agree that you will faithfully participate in the execution of the Services Agreement, including our rules as approved by the Board of Directors, as our Attendant Services may be modified, expanded and/or reduced from time to time. These services are specified on your personalized individual Scope of Services, (Schedule “B”).
2. JSNPHI will provide Attendant Services upon request as set out in the General Scope of Services (Schedule “A”). JSNPHI does not provide medical care or nursing services. These services are to be arranged by you if needed.
3. It is understood that there is no fee for the Attendant Services described herein. In the event that there are modifications or revisions, up to and including termination of the Transfer Payment Agreement with the Province of Ontario, the Board of Directors may charge you a fee for service (Schedule “C”).

4. As JSNPHI is responsible for the administration of your service, you agree to abide by the decisions of the Program Manager in matters relating to:
  - a) whether the nature of your service requirements can be met by JSNPHI.
  - b) whether the services provided by JSNPHI are appropriate for your needs.
  - c) whether you demonstrate the ability to direct your own services within reasonable limits of safety for yourself and for staff.
  
5. You also agree to assume and comply with the following responsibilities:
  - a) signing the Services Agreement and upholding the responsibilities it defines.  
**This agreement shall be reviewed annually on this day being \_\_\_\_\_**  
This agreement renews automatically, unless either party gives notice of a review within a reasonable period of prior notice.
  - b) assisting JSNPHI with its reporting and legal responsibilities by completing forms as needed. This is necessary for the Ministry of Health.
  - c) requesting services that fall within your Individual Scope of Services (Schedule "B") while considering other consumer's needs and staff availability.
  - d) orienting new staff to your service requirements and standards, which will be done in conjunction with the Program Manager.
  - e) promoting and maintaining your general health and for booking services that will assist you to do so.
  - f) independently arranging for any other professional services not provided by JSNPHI.
  - g) maintaining a reasonably safe, sanitary and hygienic environment (Schedule "C", Consumer Responsibilities); and
  - h) supplying and maintaining all equipment, supplies and/or medication needed to perform your services.
  - i) A review of services will be done every year
  
6. In order for service delivery to operate as smoothly as possible, you agree to make a reasonable effort to maintain or improve your level of independence and self care. In addition, you agree to uphold and comply with a reasonable Health and Safety standards as may be determined by the Program Manager/Supervisor and/or Board of Directors and any other duly legislated regulatory body.
  
7. You agree to inform the Program Manager 24 hours in advance when and if your Attendant Outreach Services needs change, any changes in scheduled visits, changes regarding your Individual Scope of Services, significant changes in health status and to be reasonable in responding to inquiries regarding your health.
  
8. If JSNPHI determines that your health status no longer meets the criteria of Attendant Outreach Services by reason that:
  - a) your service requirements develop beyond those offered by JSNPHI and cannot be met by other sources in this setting.
  - b) you are in breach of your responsibilities under the terms of this service agreement.
  - c) you are absent from your residence for an extended time period and this absence affects JSNPHI's funding, rights, responsibilities and obligations to the Province of Ontario.

- d) you are regarded for any other proper reason as unsuitable for services provided by JSNPFI, e.g., inability to direct your own services. You will in any of the foregoing cases, on request of the Board of Directors, decide to terminate services by an agreed upon date and arrange for an alternative source of Attendant Services. This mutually agreed date will never be less than 60 calendar days from the date of notice on non-qualification.  
Upon notice of non-qualification for service, you have the right to appeal the Board of Directors of JSNPFI. The Board of Directors will strike an independent Appeal Committee to hear your appeal (Schedule "C", "Consumer Appeals"). The decision of the Appeal Committee shall be final.

- 9. As a consumer of JSNPFI you have the following rights:
  - a) all rights described in the Policy statement (Schedule "C", "Consumer Rights").
  - b) to evaluate the performance of all staff members including the Program Manager.
  - c) to appeal decisions made by the Program Manager to the Board of Directors.
  - d) all rights as described above are (in order of appearance) subject to the "Charter of Rights and Freedoms", "Ontario Human Rights Code" and "Bill of Rights" [Part III, Bill 173, Province of Ontario].
- 10. Termination - JSNPFI may at any time, terminate this service agreement for reason including but not limited to:
  - a) The failure of the consumer to qualify for any government funding programmers,
  - b) The failure of the Government of Ontario to continue providing funding with respect to the consumer and his/her Attendant Services,
  - c) The failure to maintain a safe work environment,
  - d) The requirement for service(s) beyond the scope of Personal Support and Homemaking Guidelines, or
  - e) An assault on staff.
- 11. Waiver of Liability - I agree to remise, release, discharge and hold harmless JSNPFI, including its Directors, officers, agents and employees acting in the course of their duties, for all liabilities, claims, demands, actions or cause of actions arising out of, or relating to, any loss, damage, injury to my person or my property, any disease, or death, that may be suffered or sustained by me or any person permitted on my premises by me, unless to negligence. This waiver and indemnity shall be binding upon my heirs, executors and administrators.
- 12. This information is collected according to the "Freedom of Information and Protection of Privacy Act" [R.R.O. 1990, Reg. 459, Province of Ontario].
- 13. I acknowledge that I have read and fully understand the terms of the Attendant Outreach Services Contract as set forth above, AND that I agree to these conditions.



# Attendant Outreach Services Agreement

**I Hereby Understand And Agree To The Terms  
Of This Attendant Outreach Services Agreement.**

Signed in \_\_\_\_\_ Ontario,

This \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
*(Consumer Signature)*

\_\_\_\_\_  
*(Per Consumer, if Applicable)*

\_\_\_\_\_  
*(Program Manager/Supervisor of JSNPHI)*

\_\_\_\_\_  
*(Witness)*

### Procedure

The actual services to be delivered to individual consumers will vary according to the following factors:

1. The specific services for which the consumer contracts with JSNPHI (the Individual Scope of Services clarifies the specific services a consumer may request due to their physical disability)
2. The extent to which staff are available to assist due to conflicting priorities, other bookings, etc.
3. The extent to which JSNPHI is funded to provide services and/or limitations which may be imposed by contractual obligations with funders.
4. The extent to which a consumer can identify a need or preference, discuss options related to their service and needs, and direct task completion related to usual activities of daily living.

### Personal Assistance

1. Hygiene - washing, bathing, shampoo, skin care.
2. Grooming - hair, shaving, nails, cleaning and placing eyeglasses.
3. Dressing/Undressing - changing clothes, trying on clothes.
4. Bowel/Bladder - toilet, bedpan, catheterization, irrigation, ileostomy care, colostomy care, menstrual care, bowel treatments/routines (suppositories, rectal stimulation, enemas, disimpaction). **ESSENTIAL SAFETY EQUIPMENT:** Gloves must be worn when in direct contact with blood, feces, weeping wound(s) or infected skin areas. Consumers have the responsibility to purchase gloves for use by Attendant Service Worker. All other toileting requires hand washing afterwards.
5. Transfers - in/out of bed, in/out of wheelchair, on/off commode, on/off couch, in/out shower, in/out of car or van with assistance.
6. Repositioning - turns in bed, securing seat belts, positioning braces and supportive aids.
7. Communication Assistance - for consumers with communication difficulties. Booking appointments, correspondence relating to personal or volunteer services, etc.
8. Assisting with medication under specific consumer direction. Stable routine procedures (e.g., oral, rectal, vaginal, or topical) which are generally done at home by able bodied persons may be performed by an Attendant Service Worker provided consumer can competently offer STEP BY STEP instruction and consumer can monitor and direct all stages of procedure, e.g. insulin injection.

## **Ventilation and Tracheotomy Assistance**

1. Consumers who require assistance with ventilation equipment, or clearing their Tracheotomy, will receive service as per their specific direction and training.

## **Lifestyle Assistance**

1. Assistance related to meal preparation, cooking, eating, etc.
2. Housekeeping – light duties only, Services include:
  - Laundry
  - Tidyng
  - Ironing (light)
  - Folding and Putting Away Clothes (Clients)
  - Dusting/Vacuuming
  - Dishes
  - Changing Bed
3. Escort for SHORT trips (Within the Region of Halton) - related to essential tasks of daily living such as banking, grocery shopping, drugstore may be scheduled. Personal trips (liquor store, clothing, hairdresser, etc.) will only be provided when Attendant Service Worker(s) are not or do not have a booking. Attendant Service Workers will escort consumers on trips but will not run errands for consumers (the consumer must be present). Escort for Doctor's or Dentists' appointments may be offered at the discretion of the Program Supervisor.
4. Sexual Relations - assistance with personal care and hygiene before and after sexual activity. An Attendant Service Worker may be asked, but is not required, to assist with positioning for sexual activity.

## **Assistance with Specialized Equipment**

*\* This service may be offered when a consumer is capable of providing SPECIFIC step by step directions, including any cautionary measures required. Appropriate safety equipment must be provided by consumer.*

1. Maintenance of batteries in power wheelchairs (check water level and add water as needed; not changing batteries). ESSENTIAL SAFETY EQUIPMENT provided by consumer are rubber gloves, goggles and protective apron.
2. Adding air to pneumatic wheelchair tires.
3. Cleaning wheelchair and seating inserts.
4. Other - assistance to other equipment providing consumer offers explicit direction and all tools necessary (e.g., changing typewriter ribbon, loading paper into computer printer).

## **Limitations to Scope of Services**

1. Staff can not perform any “medical” procedures such as surgery, tissue removal or change sterile dressings.
2. Staff are not required to assist consumers during sexual relations.
3. Staff are not required to assist consumers to conduct any illegal activity.
4. Staff may not assist consumers to conduct any activity which violates a policy of JSNPHI.



# Attendant Outreach Services Agreement

## Schedule B - Individual Scope of Services

JSNPHI agrees to provide you with the following services to the extent that funding and service priorities allow. These services may be verbally requested as needed.

If an item is not listed but clearly falls within the types of services you request, staff should provide it without question, e.g., if help is needed for clipping toenails and grooming, a request to apply nail polish is within reason.

Your needs may change during this contract either permanently or temporarily, (e.g., due to moving, illness or surgery). Revisions to your Individual Scope of Services may be negotiated with the Program Supervisor. Please keep the Program Supervisor up to date regarding your needs to ensure our service provision is appropriate to your needs.

### Services

#### Personal Care

- Dressing
- Seat belts
- Repositioning/Turns in bed
- Bowel and Bladder Care
- Showering/Bathing
- Shaving
- Perineal Care
- Nail Clipping
- Skin Care and General Grooming
- Assisting with Medication
- Transfer is accommodated by two people based on staffing

#### Non-Personal Assistance

- Meal Preparation
- Eating Assistance
- Cleaning up/Dishes
- General Tidying
- Escort Services
- Packing/Unpacking

#### Routine Maintenance Of Equipment - Wheelchair

- Adding Air to Tires
- Charging Battery
- Cleaning Wheelchair





# Attendant Outreach Services Agreement

## Schedule B - Individual Scope of Services

### I Hereby Understand And Agree To My Individual Scope of Services

Signed in \_\_\_\_\_ Ontario,

This \_\_\_\_\_ Day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_

*(Consumer Signature)*

\_\_\_\_\_

*(Per Consumer, if Applicable)*

\_\_\_\_\_

*(Program Manager/Supervisor of JSNPHI)*

\_\_\_\_\_

*(Witness)*



# Attendant Outreach Services Agreement

## Schedule C - Includes:

- i. Consumer Rights
- ii. Consumer Responsibilities
- iii. Consumer Appeals
- iv. Protection of Personal and Financial Assets
- v. Service Fee Schedule

## i. Consumer Rights

### Preamble:

JSNPHI has committed itself to establishing and maintaining Housing and Attendant Outreach Services which support self-directed, assisted living for adults with physical disabilities. Each consumer will direct their service and pursue their lifestyle within a context of rights and responsibilities. The following outlines the consumers rights with respect to service delivery.

1. Consumers have the right to direct their own support services and to expect that services will be carried out according to their direction and with a dedication to quality of service.
2. Consumers can expect that employees will make the effort to be flexible and accommodate requests.
3. Consumers have the right to their scheduled services, uninterrupted, with the exception of emergencies or other higher priorities.
4. Consumers have the right to their scheduled time(s) of service and to use the time for activities and/or services other than the scheduled service.
5. Consumers can expect that a reasonable effort will be made to schedule a gender appropriate employee for the more intimate and complex services requests (e.g. bowel treatments, showers).
6. Consumers have the right to refuse service from an employee who is clearly not able to perform services due to abusiveness, intoxication, etc., or with whom that consumer feels their safety is at risk. All such refusals must be reported fully to the Program Supervisor. Consumers will follow up the refusal with a written report for the employee's file.

7. Consumers have the right to make a request for the employee(s) to assist as escorts in shopping for needed supplies and organizing them, as long as this is an approved service for that consumer.
8. Consumers do not have the right to ask an employee to conduct or assist in conducting an illegal activity.
9. Consumers do not have the right to ask an employee to conduct or assist in conducting an activity which violates a policy of JSNPHI.
10. Consumers have the right to receive service in a courteous and respectful manner and the delivery of the same will be free from mental, physical and financial abuse by the service provider.
11. Consumers have the right to receive service in a manner that recognizes their individuality and that is sensitive to and responds to their needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
12. Consumers have the right to information about the attendant outreach services provided to him/her and to be told who will be providing the attendant outreach services.
13. A consumer applying for a community service has the right to participate in the assessment of his/her requirements and a consumer has the right to participate in the development of their plan of service, the review of their requirements and the evaluation and revision of their plan of service.
14. A consumer has the right to give or refuse consent to the provision of any attendant outreach service.
15. A consumer has the right to raise concerns or recommend changes in connection with the attendant outreach service provided to him/her and in connection with policies and decisions that affect his/her interest, to JSNPHI, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
16. A consumer has the right to be informed of the laws, rules and policies affecting the operation of JSNPHI and to be informed in writing the procedures for initiating complaints about JSNPHI.
17. A consumer has the right to have his/her records kept confidential in accordance with the Freedom of Information and Protection of Personal Privacy Act.
18. The consumer and employee of Joyce Scott Homes Inc. must abide by the Employee-Client Cohabitation Policy

## **ii. Consumer Responsibilities**

### **Preamble:**

JSNPHI provides Housing and Attendant Outreach Services to adults with physical disabilities. JSNPHI wishes to take all possible steps to prevent and resolve instances of an abuse of power and inhibit the development of a pattern of destructive relationships. Therefore, the corporation has established a framework of agreements, rights, responsibilities, and appeals procedures to identify issues and restore relationships to a harmonious, cooperative state.

### **Rationale:**

The delivery of services establishes a partnership between consumer and service provider. Each consumer signs an Attendant Outreach Services Agreement which outlines their required attendant services. The following description of Consumer Responsibilities provides some guidelines to facilitate constructive and nurturing relationships between consumer and service provider. Each partner is accountable to the other for the success of the relationship. The accountability process is clarified with a clear statement of responsibilities which are a reference for all partners. See also Consumer Rights and Attendant Outreach Services Agreement.

1. Consumers should be aware of when their scheduled services occur.
2. Consumers should be ready for services at the scheduled time and have their equipment/ supplies ready and on hand. If service is not going to be required, advance notice of cancellation is preferable. Nevertheless, flexible use of the scheduled time is a right and the time will not be forfeited if a consumer wishes to use the scheduled time for an alternative purpose.
3. Disagreements may arise around expectation of service, personality conflicts, etc. An effort should be made to work out disagreements with each other before consulting with or requiring the intervention of a third party. If the consumer is not satisfied after this approach, the concern should be raised with the Program Supervisor. If there is still dissatisfaction, the issue should be brought to the attention of the Program Manager. The final step to develop resolution is the Consumer Appeals Procedure of the Board of Directors.
4. Consumers should verbally warn the Attendant Service Worker in the first instance of a vexatious or unwelcome comment or action directed to themselves or occurring in their environment.
5. Consumers should not discuss an Attendant Service Worker's performance with other Attendant Service Workers or consumers. In return, consumers can expect Attendant Service Workers to respect their privacy and not discuss them with other consumers.
6. Consumers and Attendant Service Workers are unique individuals and will have different working styles and personalities. These differences should be respected by all consumers and fellow Attendant Service Workers.

7. Consumers should allow new Attendant Service Workers time to adjust to the service requirements and the personalities of the consumers. Clear direction and assistance from other Attendant Service Workers to demonstrate difficult or complicated procedures is helpful. New Attendant Service Workers need the chance to talk about their concerns and clear up any confusion or problems as early as possible.
8. Consumer service requests should reflect a reasonable understanding of the time required to provide the service and reflect a clear statement of the safety issues involved in the procedures. Similarly, consumer requests should take into account time and safety concerns of the other consumers.
9. Consumers have the responsibility to arrange for or directly purchase supplies and/or equipment required for Attendant Outreach Services. This obligation extends only to those items where there is agreement that they are required. If the consumer disagrees that it is required, but a Health and Safety review indicates that it is essential, then cost sharing between the service provider and consumer may be negotiated.
10. Consumers should be prepared and allocate sufficient time to assist in the selection and training of new Attendant Service Workers.
11. Consumers, like Attendant Service Workers share the responsibility to not use abusive language or behavior with each other and with Attendant Service Workers.

### **iii. Consumer Appeals**

#### **Preamble:**

Bill 173, An Act Respecting Long Term Care requires Transfer Payment Agencies compliance with a number of criteria to receive funding and deliver services to our consumers. One of the criteria is a corporate policy and procedure to receive, discuss and adjudicate complaints and appeals by our consumers regarding the delivery of service.

#### **Rationale:**

A policy and procedure to recognize complaints, mediate conflict and adjudicate appeals of decisions or actions of employees and the Board of Directors is a necessary function of the corporation. This corporation recognizes that conflict and difference of perception is a natural part of human interaction. A complete process of decision making involving an appeal process can help all parties achieve satisfaction that their needs and values are respected. This process assures the consumer, the potential consumer and the general public is aware that JSNPHI fairly and properly responds to consumers. Finally, this function brings JSNPHI in compliance with Provincial legislation.

#### **Policy:**

JSNPHI recognizes that conflict is a natural occurrence in the pursuit of independence and autonomy. An appeal process that is an integral part of the corporation's administration structure gives the Board of Directors and management another opportunity to consider the impact of its various Policies and Procedures.

We wish to fairly recognize any actual or possible conflict and improve on the present to realize a better future for our consumer. We will ensure that consumers can access a proper decision making process complete with an appeal process.

#### **Definitions:**

Appeal - a process of reconsideration of a prior decision. An appeal must be based on errors in fact, errors in judgment, errors/omissions in compliance with established corporate procedures or errors/omissions in compliance with Federal or Provincial Declaration of Human Rights.

Rights - as defined by Bill 173, Ontario Human Rights Code, and Consumer Rights (as defined by Policy of JSNPHI).

Quality of Service - quality is a product of the process of service delivery. Quality of service is perceived when the service is delivered. This is to be delivered according to the following principles: respect for a consumer's values and choices, endorsing a consumer to take risks in their development of independence and autonomy, mutual respect in all forms of communication, cooperative decision making involving the consumer, prevention of harassment and abuse and protection of consumer's property.

## Procedure:

1. An appeal will be heard after a decision has been made by the Program Manager/Supervisor, on any of the following decisions:
  - a person is not eligible for service
  - a consumer does not receive an amount of service as per their Attendant Outreach Service Agreement
  - a consumer's Attendant Outreach Service is terminated
  - the quality of service does not meet agreed upon levels
  - the consumer's rights are violated
2. The Appellant submits a written statement outlining the decision that is being appealed. The appeal request must outline the reason for reconsideration (e.g. errors in fact) and must outline the type of decision (see No. 1) being appealed.
3. The Board of Directors will have the Notice of Appeal on the agenda of the next regular Board Meeting or be recognized at a Special Board Meeting convened within thirty (30) days of submission to the President of the Board.
4. The Board of Directors at that meeting will either confirm that the Notice of Appeal has met the requirements as defined (See No. 2) or determine that the Notice of Appeal fails to meet the requirements.
5. The Board of Directors will convene an Appeal Committee (being the Vice President, Property Management Committee Chair, Policy Committee Chair and discretionally one other Volunteer) and set a date for the first Hearing, being no later than thirty (30) days from the meeting date. The Board of Directors will not convene an Appeals Committee if the Notice of Appeal is insufficient. The Program Manager will investigate the Appeal and report to the Board of Directors at the next regular meeting.
6. The Vice President will be responsible for liaison with the Appellant, acting as chair of the hearing(s) and to bring a report and recommendation to the Board of Directors. The matter for the Appeal Committee is to determine whether to support the Program Manager/Supervisor's decision or to overturn it. If the decision is overturned, the Appeal Committee has the authority to recommend an alternate decision or course of action.
7. Agenda for Appeal Committee:
  - a) The consumer presents his/her case with or without support or evidence from family, friends, other employees, other consumers, etc. The consumer may be represented by an advocate of their choice. Any information from witnesses may be questioned by the Program Manager and any member of the Appeal Committee except for the Vice President.
  - b) The Program Manager presents the decision rationale and background information such as history and relevant Policies and Procedures. The Program Manager may also bring appropriate witnesses, etc., in support of the case, as necessary. The Consumer/Advocate and any member of the Appeal Committee (except the Vice President) may question the Program Manager and Witnesses.

- c) Rebuttal and Summation by the Consumer/Advocate.
  - d) Rebuttal and Summation by the Program Manager.
  - e) Summary of key issues and information by the Vice President.
  - f) After the Hearing, the Appeals Committee members will discuss the issue and evidence in private. A date will be determined to announce the Appeal Committee's decision. The Appeal Committee may consult with experts at their discretion.
  - g) The final decision will be issued in writing no later than the specified date. It will include:
    - a summary of the issue/problem
    - a summary of the presented and requested information
    - reference to relevant Board Policies and Procedures, the Ontario Human Rights Code and/or other relevant Policies of the Province of Ontario and the Government of Canada
    - decision and recommendations
8. The decision of the Appeal Committee is final within the organization of JSNPHI. The Ministry of Health Appeals Board is the consumer's next step if there is continuing disagreement with the decision.



## **iv. Protection of Consumer Privacy and Assets**

### **Preamble:**

The business of JSNPHI is to provide Housing and Attendant Outreach Services to adults with physical disabilities. The Board of Directors and employees of the Corporation in the regular course of business have access to confidential information and personal assets of the service consumers. The Corporation incurs risk of loss of reputation and financial loss if consumers privacy and assets are not adequately protected.

### **Rationale:**

Personal information, property and monies of consumers will be handled by the Board of Directors and employees in the course of necessary business and service transactions. The information requirements and exposure of assets not physically in their control place consumers in a vulnerable position. Service consumers are then in an imbalanced power relationship with the Board of Directors and employees.

Prudent risk management of this imbalanced relationship will protect the Board of Directors' liability and loss of reputation. In addition, proper management will maintain the consumer's physical and financial assets.

### **Definitions:**

Physical Assets: refers to property or possessions owned, leased or otherwise in a person's control or responsibility.

Financial Assets: refers to money, bank accounts, trusts, stocks, or other instruments which are monetary in nature.

Policy: All Directors, members of the Corporation, employees and volunteers accept the duty to maintain the confidentiality of a consumer's personal information.

All Board of Directors, members of the Corporation, employees and volunteers accept the duty to protect the consumer's physical and financial assets from misuse, misappropriation or exploitation.

Any breach in compliance with this duty by a Director, member of the Corporation, employee or volunteer will be cause for immediate dismissal without compensation.

**Procedure:**

No employee, member of the Board of Directors, Corporation member or volunteer will take hold of any article belonging to a consumer without first receiving direct communication from a consumer authorizing or directing the use of the physical asset.

No employee, member of the Board of Directors, Corporation member or volunteer will appropriate, use or possess in any form of financial transaction, a consumer's financial assets without express, direct communication from the consumer authorizing or directing the use of financial assets.

No employee, member of the Board of Directors, Corporation member or volunteer will suggest, recommend or advise a consumer on the use, value, or purchase of physical or financial assets without direct, specific communication requesting information, suggestions or advice or unless another Board policy indicates use or purchase of physical or financial asset is required.

No employee, Board of Directors member, Corporation member or volunteer will hold, disseminate or transfer personal information of consumer's, other Board of Directors member, employee, volunteer or Corporation member without express, direct communication authorizing the use of their personal information.

## v. Service Fee Schedule



**Joyce Scott Non-Profit Homes Inc.**

Attendant Outreach Services  
Fee Schedule

**For the Period of April 2022 - March 2024**

**Cost of One Unit of Service = \$38.00**

*(One unit of Service is One Hour of Service)*



# Attendant Outreach Services Agreement

## Schedule D - Equipment & Supplies to be Provided by Consumer

### Personal Hygiene:

- Gloves
- Antibacterial Soap
- Paper Towels
- Pre-poured Medications
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Lifestyle Assistance:

- Laundry Detergent
- Cleaning Solutions
- Vacuum
- Garbage Bags
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Bowel and Bladder:

- Suppository(s)
- Enema(s)
- Salvodil
- KY Jelly
- Gauze Pads
- Blue Pads
- Attends
- Commode
- Bedpan
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Specialized Equipment:

- Gloves
- Goggles
- Protective Apron
- Tire Pump
- Wheelchair Oil
- Cleaning Solutions
- Mechanical Lifts
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Ventilation and Tracheotomy:

*(Training Required)*

- Suctioning Equipment
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- Ventilation Equipment
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

\_\_\_\_\_  
*(Consumer Signature)*

\_\_\_\_\_  
*(Per Consumer)*

\_\_\_\_\_  
*(Date)*



# Attendant Outreach Services Agreement

## Schedule E - Personal Information

**Return This Copy With Your Agreement**

First Name: \_\_\_\_\_

Address: \_\_\_\_\_

Last Name: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Social Insurance Number: \_\_\_\_\_

OHIP Number: \_\_\_\_\_

In Case of Emergency Numbers:  
*(Back up Plan for Care)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Specialist(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Substitute Decision Maker(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Medication:

\_\_\_\_\_  
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\_\_\_\_\_

Advance Orders:

\_\_\_\_\_  
\_\_\_\_\_

Medication Alert:

\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_

Personal Physician:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

**Place This Copy in A Visible Location for  
The Attendant Service Workers**