



# Service Agreement

Golden Age Home is a not for profit corporation organized under the laws of the State of Texas with its principal place of business in Lockhart, Texas. Golden Age Home Assisted Living Facility is licensed through the Texas Department of Human Services and follows regulations contained in the "Licensing Standards for Assisted Living Facilities."

## Terms of the Agreement

This service agreement is between, the resident or the resident's responsible party, \_\_\_\_\_ and Golden Age Home. You have agreed to purchase services in conjunction with your lease of room number \_\_\_\_\_ at Golden Age Home at 1505 S. Main Street, Lockhart, Texas 78644.

Upon admission, a *Level of Care* assessment will be completed with the input of the resident, family member and Golden Age Home staff. At this time, \_\_\_\_\_ was determined to need Level \_\_\_\_\_ Care. The price of these services is \_\_\_\_\_ per month. (see detailed services below)

## Admission Policies

Physical Examination: Each resident must have a health examination by a physician performed within thirty days prior to admission or fourteen days after admission, unless a transferring hospital or facility has a physical examination in the medical records. (with the exception of those living in the independent rooms)

General Information: Golden Age Home shall secure at the time of admission the following resident information: full name, social security number, previous residence, sex, race, marital status, date of birth, occupation, family emergency notification, physician emergency notification, and Medicare and/or Medicaid number if such numbers have been issued. Furthermore, Golden Age Home shall secure such information as required by Texas Department of Housing and Community Affairs for those applying for the reduced rate independent rooms.

## Levels of Care

Golden Age Home is responsible to provide the following services in each Level of Care. Residents will be reassessed yearly and after a major health issue. Levels of Care may be adjusted on a monthly term to accommodate short-term illness where additional care is needed to help in recovery if specified by a physician, facility or resident/responsible party.

Scope of Service: Golden Age Home will provide residents services twenty-four hours a day, seven days a week.

### Level One Care

Golden Age Home will provide three hot & nutritionally balanced meals daily along with a continental breakfast and evening snacks. Bi-weekly housekeeping and bi-yearly deep cleaning will be provided. Special request for housekeeping (examples include but are not limited to: carpet spot removal) will be done as staff availability allows. Additional housekeeping can be purchased at a per cleaning rate. Mail service can be obtained in the main office or by the Activity Department. Mail delivered to the facility for an individual will be brought to the resident. Golden Age Home also offers *occasional* concierge service (making doctor appointments, assistance making online orders, transportation arrangements, paying bills, addressing letters, reading, etc.). *Occasional* is defined as a few times per month but not on an ongoing basis.

### Level Two Care

This level of care includes all of the above for Level One Care (see above) **AND** additional services of shower aid and medication management. Medication Management is defined as the ordering of medication, consulting resident's doctor about changes, working with pharmacy on deliveries, storing meds, reminding resident to take meds at appropriate time, and destroying expired or discontinued medication.

### Level Three Care

This level of care includes all services of Level One and Two Care (see above) **AND** any other additional services. Examples include, but are not limited to: diabetic management, memory care, incontinent management, *regular* concierge service, *regular* meals delivery. Regular is defined as every month numerous times or routinely throughout the month.

Diabetic management is defined as storing supplies for regular blood sugar check, reminding resident when to check blood sugar, reminding resident when/if insulin is needed and how much in regards to current blood sugar. (Resident must be able to draw own insulin if necessary and administer his/her own shots.)

Memory care is the term for a long-term care option for patients who have been diagnosed with Dementia or Alzheimer's disease or have problems with at least two areas of daily living (ADLs). A memory care environment is designed for persons with a level of impairment making it unsafe for him to continue to stay home, but who does not require the intensive care of a skilled nursing facility. Memory care allows a person experiencing memory loss to maintain a level of independence while relying on the safety and security of being in a residential facility with a professional staff.

We understand that losing control of one's bladder is not only inconvenient but also embarrassing. Incontinent management is a discrete service to remind residents to change their pads or pull-ups, help dispose of them properly and keep good physical hygiene.

*Regular* concierge service (making doctor appointments, travel arrangements, paying bills, addressing letters, reading, etc.) is offered through the activity department. Regular is defined as a continual services each month on an ongoing basis.

## **Golden Age Home Policies**

**Payment:** Upon admission, which begins at the time of move-in of furnishings and/or the resident, payment for the first thirty days is due. The next month's payment will be prorated, covering the period from the thirtieth day through the end of the month. Payment will be made at the first of each month for the entire month based upon the agreed monthly rate plus the level of care rate.

**Late Payment Fee:** Payment is due on the first of each month unless other arrangements have been made with the billing department. A late fee of \$5 per day will be issued after the fifth day of the month.

**Rate Change Notification:** Golden Age Home may increase or decrease its daily resident fee by action of the Board of Directors. Thirty days' notice will be given before any rate change takes effect.

**Rate Refund:** Upon discharge or death, the Golden Age Home will refund the resident or the resident's estate any portion of unused payment prorated according to the number of days remaining in that particular month. Golden Age Home requires that seven days' notice be given by the resident before voluntary discharge from the facility.

**Discharge:** Golden Age Home reserves the right, by action of the Executive Director, to discharge any resident for just and sufficient cause in accordance with the rules and regulations present in the Texas Department of Human Services' "Licensing Standards for Personal Care Facilities".

**Debt:** If the resident is not able to meet his/her financial obligations to the facility, Golden Age Home reserves the right to discharge the resident and seek payment from both the resident and the resident's responsible party for the debt owed. If, after a resident's death, payment of an amount owed to Golden Age Home is not rendered by the due date under the terms of this Lease Agreement, Golden Age Home reserves the right to pursue a claim against the resident's estate and/or the resident's responsible party for payment of the debt.

**Resident's Rights:** Golden Age Home is considered the home of the resident. The resident's rights as an individual will be protected by Golden Age Home Inc. as well as its staff. Each resident is expected to honor the rights of others living in the facility.

\_\_\_\_\_  
Golden Age Home Representative

\_\_\_\_\_  
Resident or Resident's Representative

\_\_\_\_\_  
Date