



COMFORT CARE PROGRAM FORM

POLICIES & PROCEDURES

Refund & Payment Policy

At Sweet Home Care Living, we are committed to providing compassionate, high-quality care while maintaining clear and transparent financial policies for all residents and families. The following policy outlines the terms regarding deposits, refunds, and payment adjustments.

First and Last Month Deposit

A first and last month deposit is required upon admission to secure residency at Sweet Home Care Living. Please note that this deposit is non-refundable under all circumstances, including voluntary discharge, relocation, or changes in care arrangements.

Monthly Payment Adjustments for Long-Term Care (LTC) Placement

If a resident chooses to transition to a Long-Term Care (LTC) facility, the resident's monthly accommodation fees at Sweet Home Care Living will be daily prorated based on the resident's final date of occupancy.

Please note that a **\$250.00 Administrative Transition Fee** will apply in connection with the early termination of the residency agreement due to relocation to an LTC facility.

Any remaining balance after the prorated calculation and applicable fee deduction will be refunded to the resident or authorized representative within a reasonable processing period.

Monthly Payment Adjustments in the Event of a Resident's Passing

In the unfortunate event of a resident's passing, the monthly accommodation fees will be daily prorated up to the resident's final date of occupancy.

Any applicable balance remaining after the prorated calculation will be refunded to the resident's estate or authorized representative.

Refund Processing

Approved refunds will be processed within 30 business days following final account review and receipt of any required documentation.

If you have any questions regarding this policy, please contact Sweet Home Care Living administration for further clarification.

Resident Rights

Residents have the right to:

- Be treated with dignity, compassion, and respect
- Receive care in a safe and supportive environment
- Participate in care planning and decision-making
- Privacy and confidentiality of personal information
- Raise concerns without fear of retaliation

Residents Responsibilities

Residents agree to:

- Treat staff and fellow residents with respect
- Follow program rules and safety guidelines
- Provide accurate and complete information
- Participate in care planning as appropriate
- Maintain payment obligations

Health & Care Acknowledgement

The resident and/or substitute decision maker acknowledges that:

- The program provides supportive care, not medical or nursing care
- Emergency medical services will be contacted when necessary
- The resident's care needs will be monitored and reviewed regularly

Safety & Emergency Procedures

The resident agrees to follow all safety procedures, including fire safety protocols, emergency evacuation procedures, and staff instructions designed to protect resident safety.

Discharge & Termination

This agreement may be terminated under the following circumstances:

- Voluntary discharge by the resident or substitute decision maker
- Transition to another care setting
- Non-payment of fees
- Safety risks or inability to safely support the resident's care needs
- Violation of program policies

The Provider will make reasonable efforts to support safe transition planning where appropriate.

Safety & Emergency Procedures

The resident agrees to follow all safety procedures, including fire safety protocols, emergency evacuation procedures, and staff instructions designed to protect resident safety.