



## **Agreement to Receive Services –Seniors’ Safe House**

### **Purpose:**

This agreement serves to document consent given by \_\_\_\_\_ to receive services from the Sage Seniors’ Safe House. This document also serves to inform this person of their rights and responsibilities and provides a description of Sage’s policies related to confidentiality and privacy protection.

### **Services:**

Sage Seniors’ Safe House provides temporary shelter to men and women over the age of 60 who are fleeing abuse. At Safe House, you will find safety, shelter and support for up to 60 days. The Safe House Social Workers are available to help you with areas of your life that have been affected by abuse, that you believe you need support in. When you move out, a Follow-up Coordinator is available to continue working with you, for up to 3 months, on the goals that you have created while residing at Safe House and to assist you with settling in your new community.

Other supports and services available at the Safe House:

- Nurse: for health care and foot care, from the People in Need Nurse, Consultant with Community Geriatric Psychiatry
- Pharmacist: for medication reviews and questions about your medication from Pharmicare Specialty Pharmacy
- A weekly support group every Tuesday (Seniors Overcoming Abusive Relationships, SOAR)
- Monday morning touching-base coffee group
- Light housekeeping services weekly
- Meals: breakfast, lunch, supper and snacks provided by the Sunshine Café
- Other services as required, such as Homecare

Please note that the Safe House is an independent living situation. If you have other needs, homecare can be set up or a safe family member or friend may come in to help you with those activities of daily living you believe you need help with.

Should emergency medical services need to be accessed during your stay Safe House staff may be asked to share your medical information with those responders. If you do not want your medical information shared please sign here:

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### **Rights of Person receiving services from Sage Safe House:**

1. To be in a safe and healthy environment where they are free from abuse, financial or other exploitation, retaliation, humiliation and neglect.
2. To receive private, confidential services.
3. To be treated with respect, dignity and fairness.
4. To have diverse cultural, religious and sexual practices, experiences, values and beliefs respected
5. To be participate in the development of their own case plan.
6. Have the right to refuse services offered.
7. To have personal information kept private and confidential.
8. To have access to their file in a timely manner.
9. To make a complaint and receive a timely response.
10. To provide feedback regarding the services received.

### **Responsibilities of Person receiving services:**

1. To maintain the safety and security of the Sage Seniors' Safe House and Cathedral Close by not sharing the location of the Safe House with people who have been identified as abusive and/or unsafe. \_\_\_\_\_(initial)
2. To maintain the safety and security of the Sage Seniors' Safe House by not lending or giving assigned keys and parking pass to anyone else to use. These keys and parking pass must be returned to Safe House staff upon discharge from the program. Lost keys or parking pass may result in payment for the cost of replacement. \_\_\_\_ (initial)
3. To reimburse Sage for any phone charges to the phone in your room. \_\_\_\_\_(initial)
4. To treat the Safe House staff, others receiving service(s), Safe House property, and Cathedral Close tenants and property in a safe and respectful manner. \_\_\_\_\_(initial)
5. The suites in the Safe House are fully furnished and contain an inventory of basic household items. The items are to remain in the suite. Safe House staff are to be informed if an item needs to be repaired or replaced. Safe House property is not to be removed from the 5<sup>th</sup> floor. \_\_\_\_\_ (initial)
6. To inform Safe House staff of anything that may affect their own or another's personal safety. \_\_\_\_\_(initial)
7. To respect the confidentiality and safety of others receiving service(s). \_\_\_\_\_(initial)
8. To behave in a way not disruptive to others. \_\_\_\_\_(initial)

9. To comply with prescribed medication and other routines as prescribed by their health practitioner \_\_\_\_\_ (initial).
10. To inform the service provider of any cancellations or changes to appointment times. \_\_\_\_\_(initial)
11. To not smoke anywhere on the 5<sup>th</sup> floor other than the balcony located off the common room. Smoking in any suite will result in dismissal from the program. \_\_\_\_\_(initial)
12. To not ask to borrow money, medications or cigarettes from others receiving service(s) or Cathedral Close tenants \_\_\_\_\_(initial)
13. To inform Safe House staff of any guests coming on to the floor \_\_\_\_\_(initial)
14. To inform Safe House staff of any overnight absence from the Safe House. Any unannounced absence longer than 24 hours will result in emergency contacts being notified and could result in contact with the Edmonton Police Service. \_\_\_\_\_(initial)

### **Protecting Privacy:**

Sage collects personal information in a digital (electronic) form in order to:

- Evaluate program effectiveness
- Accurately and quickly determine program trends and
- Report statistics to third parties, for example, funders. In this case, individuals are not identified

If you do not want to provide Sage with your personal information for any reason you have the right to refuse, however, this may have an impact on the ability of Sage to provide some you with services.

### **Sage Confidentiality Policy:**

In the course of providing services to clients and members, Sage Employees have access to personal information. Sage has comprehensive policies and procedures in place that employees are required to adhere to and that describe how confidentiality is protected by Sage.

Please note, all personal information will be held in confidence except for: Information which identifies a child being at risk, harm to one's self or another or information pertaining to the law being broken. Staff are legally obligated to disclose this information.

Paper files containing personal information and program documentation are stored in a filing cabinet within a locked office inside in the locked Safe House office.

For the purposes of collaboration, consultation, and a team approach, the information of your situation may be shared within the Safe House team on a need to know basis.

If you would like detailed information about Sage's Policies and Procedures related to privacy protection please ask Safe House staff and you will be provided with the appropriate documents. You have the right to request a review of your file at any time while receiving services from the Safe House.

I, \_\_\_\_\_, have reviewed this document with Safe House staff member \_\_\_\_\_ and understand this agreement. A copy of this agreement will be given to me for my records.

Date: \_\_\_\_\_

Name (Print): \_\_\_\_\_

Name (Sign): \_\_\_\_\_

Witness (Print): \_\_\_\_\_

Witness (Sign): \_\_\_\_\_

Date of entry into Safe House: \_\_\_\_\_

60 day service expiry date: \_\_\_\_\_