

Symphony Signature Service Plans

Signature Service Plans -- Overview

At Symphony we believe that when you make Symphony your home, you have the right to choose where you live and when to include additional support or services depending on your needs and desires. We offer a variety of programs in all our communities that are designed to maximize independence and offer personalized support.

In each Symphony neighbourhood; Oasis and Moments your basic package already includes varying degrees of services already. Symphony Signature plans do not duplicate these services, but rather add to our complement the services as your needs or desires dictate. Allowing you maximum choice over which neighbourhood you choose to live in.

Our Service Plans are personally customized to your needs and wishes. Through a comprehensive assessment, we determine your Signature Service Plan, review it with you and establish how and when your services will be delivered. Signature Service Plans are billed as an additional fee to your monthly suite fee so you only pay for what YOU need or want. We will suggest changes as needed and you are welcome to add or remove services as your needs change. For example, needs can often spike and then decrease, such as after a short hospital stay or other temporary situation. About 70-75% of most residents fall into the under the basic and included points of care in each neighborhood and 90% of residents are generally in plan B or less: Higher levels of care are considerable amounts of personal care and normally used for acute physical ailments ie hip fracture or for end of life situations or where a degenerative disease has progressed such as Parkinson's.

Symphony Senior Living uses **Matrixcare™** to create and monitor your plan. This comprehensive computerized assessment tool will assist our professional Wellness Team to customize your personal Signature Service Plan. Your assessment will be reviewed in detail with our Wellness Coordinator, at which time we will determine which Service Plan will best meet your needs. Assessment is done before move in: in 30 days after, every 90 days or on a change in condition or discharge from hospital. You will receive an updated assessment and you will receive a full report with recommendations from our team. This report can be mailed or emailed to family who reside out of town.

We have provided examples of common services that may be included in each of our plans, keeping in mind that **you only pay for the services you need or want.** Please ask for the "Service Plan Pricing List for our Customers" from your community.

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Symphony Supportive Living Services --- Oasis Neighbourhood/ Assisted Living

Your Assisted Living base fee/rent includes as part of all units: Utilities (except phone and cable) 24 hour trained RPNs/WC available in your neighbourhood, Symphony's signature wellness program, 3 chef prepared meals and snacks, a smaller more intimate neighbourhood, social, cultural and fitness programs, weekly housekeeping, weekly personal laundry, daily trash removal and bed making, scheduled transportation. Assisted Living residents are welcome to enjoy all amenities throughout the building.

A basic plan of services and care up to 9 points or about 45 min, is included in the base package in this Neighbourhood, depending on your needs this could be assistance with a bath once a week, am or pm care, assistance to the dining room etc. About 70-75% of most residents fall into the under 9 points of care and 90% of residents are generally in plan B or less: Higher levels of care are considerable amounts of personal care and normally used for acute physical ailments ie hip fracture or for end of life situations or where a degenerative disease has progressed such as Parkinson's.

These additional Symphony Supportive Living Services Plans are available in addition to your monthly base fee. You may need or choose to participate in any of the services listed below or you may have another service request that our team could provide for you. If you need assistance, we are here for you!

Typical Services delivered to your Oasis suite:

- Additional assistance with bathing, toileting or showering
- Escort to and from meals daily, assistance with transferring
- Assistance caring for your personal pet
- Companionship during an outing
- Daily cueing and assistance with activities of daily living, grooming, dressing and hygiene, outside of a memory care neighborhood.
- In-suite assistance with bed making, managing laundry and daily housekeeping
- Assistance with a rehabilitation program
- Assistance with transferring to and from bed, Am and PM care.

So that you only pay for what YOU use, our plans are priced on a points system. The points relate to average times that we staff for providing the services. **Each service plan corresponds to direct staffing that we add to deliver the services.** Symphony does not believe in stretching our current staff continuously to provide additional services, which residents are paying for, without additional staffing.

Our team will provide you a detailed assessment and quote, prior to securing your unit: but in the interim a pre-assessment can be performed by the Community Relations Coordinator to give you an idea of where your loved one falls in needs.

Please ask for the "Service Plan Pricing List for our Customers" from your community.

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Symphony Supportive Living Services --- Moments Neighbourhood/Memory Care

Your Moments neighbourhood includes as part of your base fee/rent: A secure neighbourhood with 24 hour trained staff and 24 RPN/WC on staff in the building. Symphony's Signature Moments program is designed to assist residents suffering from memory loss to feel at ease and comfortable. The program includes basic medication administration and supervision (up to 10 meds a day), 3 nutritious meals, many snacks and finger foods to aid residents with dementia to eat often and by themselves, fitness and social programs that are geared to memory impairment and are delivered in small groups as well as one to one settings. Cueing and regular interaction occur throughout the day. Daily housekeeping, personal laundry, scheduled transportation and supervised outings.

A basic plan of care and services up to 21 points or about 1.45 min is also included in the base fee/rental package in this Neighbourhood. Depending on your needs this could be assistance with a bath, am or pm care, or additional cueing, redirection or symptom/behavior management. Generally, this neighborhood has a higher staff to resident ratio as the needs throughout the day for redirection and engagement are higher – the more interaction and programming the better the outcome for the resident. About 70-75% of most residents fall into the under 21 points of care and 90% of residents are generally in plan B or less: Higher levels of care are considerable amounts of personal care and normally used for acute physical ailments ie hip fracture or for end of life situations or where a degenerative disease has progressed such as Parkinson's.

You may also choose to participate in any of the services listed below; these services are in addition to your rent and are billed monthly.

Typical Services delivered to your Moments suite:

- Additional assistance with bathing, showering, dressing or grooming, toileting
- Additional assistance with cueing, redirection or companionship
- Companionship during an individual outing
- Assistance to medical appointments
- Additional assistance with activities of daily living.
- Special assistance during Sun downing, agitation or other times of stress.
- Assistance with communication, letter writing, email or phone calls
- Additional assistance with relaxation, nail care, foot care, reading to the resident.

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Our team will provide you a detailed assessment and quote, prior to securing your unit: but in the interim a pre-assessment can be performed by the Community Relations Coordinator to give you an idea of where your loved one falls in needs.

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Medication Assistance Service

Our Medication Assistance Service provides a full range of service plans to meet your individual needs. Our Wellness Team can offer daily reminders, medication delivery, medication administration and full management of your medication program. Symphony believes in providing medications services in a dignified and private manner. We do not distribute medications in public areas or dining rooms. Your medications are a personal and private matter. This method of medication management also gives you a chance to discuss issues and concerns with a member of the wellness team in the privacy of your suite or other private area of your choice.

Provincial regulations dictate which member of our Wellness Team is permitted to perform certain duties and /or procedures. Cost of our Medication Assistance Plans will vary depending on number of medications per day, if medications are delivered or administered or perhaps you only need a daily reminder.

Medications Service Plan – Base Included in your AL/Oasis Base rent fee

- Personal assistance with medication delivery as per doctors orders **up to 10 meds per day**
- Quarterly medication review, daily monitoring for medication interactions
- Maintain medication supply on site through our contracted pharmacy
- Supplies for blood glucose monitoring will be the cost of the resident i.e. lancettes, blood glucose testing strips, glucometer
- Injections require a Med Assist Plan 3.

Medications Service Plan A~ Please ask for the “Service Plan Pricing List for our Customers” from your community

- Daily administration of medication as per doctors orders **more than 10 meds per day**
- Quarterly medication review, daily monitoring for medication interactions
- Maintain medication supply on site through our contracted pharmacy
- Supplies for blood glucose monitoring will be the cost of the resident i.e. lancettes, blood glucose testing strips, glucometer, syringes

Medications Service Plan C ~ Please ask for the “Service Plan Pricing List for our Customers” from your community

- Daily administration of medication as per doctors orders more than 10 meds per day and medications or treatments requiring Registered Staff administration and delivery.
- Includes injections as per doctors orders
- Monthly medication review, daily monitoring for medication interactions
- Maintain medication supply on site through our contracted pharmacy
- Supplies for blood glucose monitoring will be the cost of the resident i.e. lancettes, blood glucose testing strips, glucometer, syringes

Please ask for the “Service Plan Pricing List for our Customers” from your community

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Moments Neighbourhood:

Moments Medications Plan A ~ INCLUDED IN YOUR BASE MOMENTS RATE.

- Personal assistance with medication delivery as per doctors orders **up to 10 meds per day**
- Quarterly medication review, daily monitoring for medication interactions
- Maintain medication supply on site through our contracted pharmacy
- Resident pays for supplies used for blood glucose monitoring i.e. lancettes, blood glucose testing strips, glucometer
- Injections require a Med Assist Plan C.
- This plan is included with base Moments Rate.

Moments Medications Plan B Please ask for the “Service Plan Pricing List for our Customers” from your community

Daily administration of medication as per doctors orders **more than 10 meds per day**

- Assistance with symptomatic issues in taking medications.
- Monthly medication review, daily monitoring for medication interactions
- Maintain medication supply on site through our contracted pharmacy
- Resident pays for supplies used for blood glucose monitoring i.e. lancettes, blood glucose testing strips, glucometer

Moments Medications Plan C (requiring registered staff interventions) Please ask for the “Service Plan Pricing List for our Customers” from your community

- Daily administration of medication as per doctors orders more than 10 meds per day and medications or treatments requiring Registered Staff administration and delivery.
- Assistance with symptomatic issues in taking medications Includes injections as per doctors orders
- Monthly medication review, daily monitoring for medication interactions
- Maintain medication supply on site through our contracted pharmacy
- Resident pays for supplies used for blood glucose monitoring i.e. lancettes, blood glucose testing strips, glucometer

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All medication that is to be delivered or administered by our team must be ordered by a physician and supplied through our pharmacy. Self Medication is not an option for residents in Assisted Living and Moments Neighborhoods.

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Continence Management Program

Contrary to popular belief, bladder control problems are not part of aging. We do often see bladder control disorders worsen with age. Bladder control problems can affect men and women of all ages, although it does affect women more than men. This can restrict some people's ability to live life to the fullest which need not happen. Symphony Senior Living is sensitive to the issues seniors' face which can get in the way of enjoying the simple pleasures of life. We offer support in this area in a manner that is discreet and respectful so that you are able to participate in the activities of day to day life that bring you enjoyment with the security of knowing we are there to help you manage this issue and develop a strategy of continence management that is specific to your needs. We have taken the time to understand the problem so that we can be successful in helping you manage it.

Symphony Incontinence management program:

In addition to a full assessment by our Wellness Coordinator, we will recommend a protective product and size that best suits your needs. We will purchase these products from our supplier on your behalf and maintain inventory for you so there is no fear that you will run out of supplies. We will provide health teaching specific to your needs, which may include diet related issues, exercise suggestions, or skin care tips to ensure you maintain healthy skin integrity.

The actual care provided to change your incontinence pads is part of your Symphony service program points. Note: If this service and other related services are provided by a third party (such as CCAC) we may not be aware of issues arising due to skin break down or other problems in a timely manner.

The Incontinence management program includes: products (pads, briefs, gloves, wipes etc), assessment of products, sizing and ordering and resupplying products as needed.

We offer three service plans with in the Continence Management Program:

- CM Service Plan A –Uses one to three products per day
- CM Service Plan B –Four to eight products per day
- CM Service Plan C –9 plus products per day

Please ask for the "Service Plan Pricing List for our Customers" from your community

Please NOTE that if you choose NOT to purchase the Incontinence management program and wish to buy your own products and supply them to the home: you will have to order, maintain inventory and ensure adequate inventory at ALL times, we will not be responsible for communicating the level of inventory or monitoring the usage. Failure to maintain adequate stock will result in a charge to supply the products; we can not have residents not cared for living in our homes and if after three reminders, you will be automatically charged the incontinence fee monthly.