

Avonlea Companions

because everyone needs a kindred spirit

Service Agreement

This agreement is between Avonlea Companions ("the Companion," Jill) and the family or individual engaging these services ("the Client").

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1. Services

Avonlea Companions provides warm, reliable companionship for seniors:

- Scheduled check-in phone calls, with a brief weekly update to the family;
- In-person companion visits at home or in care facilities — conversation, games, puzzles, errands, and light housekeeping (dusting, watering plants, and tidying);
- Appointment Companion — accompaniment to medical appointments, including transportation, attendance, and a written summary for the family;
- Story Keeper Sessions — preserving life stories as keepsakes;
- All Ready To-Go Binder Sessions — one-to-one help organizing final wishes and practical details.

A companion, not a caregiver. These services do not include personal or medical care of any kind: no bathing, toileting, dressing, lifting, medication administration, or medical advice, and no deep cleaning (no bathrooms or floors).

2. Fees & Payment

Fees are as set out in the current Avonlea Companions price sheet, provided before services begin. Monthly call packages are billed at the start of each month; visits and sessions are billed after each visit unless otherwise arranged. Payment is due within 7 days of invoice.

3. Scheduling & Cancellation

Visits and sessions are scheduled by mutual agreement, generally Monday to Friday, 9:30 AM – 2:00 PM. The Client may reschedule or cancel with at least 24 hours' notice at no charge; later cancellations may be billed at the full fee. The Companion may reschedule for health or emergency reasons and will always offer the next available time — your senior will never simply be left without their visit or call.

4. Financial Boundaries

To protect your family — and mine — the following boundaries are firm:

- The Companion shall not solicit, accept, or receive any gift, loan, bequest, or financial benefit from the senior beyond the fees in this agreement — regardless of the senior's wishes;

- This includes any changes to wills, estates, powers of attorney, or beneficiaries in the Companion's favour. The Companion will never participate in, encourage, or benefit from such changes;
- Should the senior offer such a benefit, the Companion will kindly decline and notify the designated family contact;
- The Companion may, at her own discretion, give small gifts to the senior on occasions such as holidays.

5. Family Updates & Privacy

For scheduled check-in calls, the Companion provides a brief weekly update to the designated family contact. All personal information shared by the senior or family is kept confidential and never disclosed except as required by law or with consent — except that the Companion will always alert the family contact if the senior's wellbeing appears at risk.

6. Wellness Checks

If the senior does not answer a scheduled call or visit, or sounds unwell, the Companion will attempt to reach them again and will promptly notify the designated family contact.

7. Emergency Authorization

The Client authorizes the Companion to call emergency services (911) if the senior appears to be in medical distress, and to share relevant health information with responders.

CPR: The Companion is CPR certified. The family may authorize the Companion to perform CPR while awaiting paramedics by initialling here: _____.

This authorization does not apply where the family has disclosed a DNR order or advance directive refusing resuscitation — the Companion will always honour such directives. Please note any relevant directives here: _____.

8. Term & Termination

This agreement begins on the date signed and continues until ended by either party with 7 days' written notice. Either party may end it immediately for serious cause. Any prepaid unused fees will be refunded.

9. Limitation of Liability

The Companion carries out all services with reasonable care and professionalism. The Companion is not a medical, legal, or financial professional and nothing in these services constitutes such advice. Liability is limited to the fees paid for the services in question. (This agreement is written in plain language for clarity; the Client is welcome to have it reviewed independently.)

Designated family contact: _____

Phone: _____ Email: _____