



nurturing hearts
residential senior care

30072 Warley Court
Novi, MI 48337
248.835.4558
NHseniorcare@gmail.com

Family Service Agreement

This Family Service Agreement (from herein known as “the agreement” or “this agreement”)

made this day of _____, by and between Nurturing Hearts Residential Senior Care, LLC (from herein known as “Nurturing Hearts”) and its owner, Chytेशia Bonnett

----- AND -----

_____ (from herein known as “the family”) is made with free consent and no other promises - written, expressed, or verbal - is considered valid.

Background:

- A) The family is of the opinion that Nurturing Hearts has the necessary qualifications, experience, and abilities to provide adequate care and services to the family.
- B) Nurturing Hearts is agreeing to provide such services to the family based upon the terms and conditions set forth in this agreement.

1. Purpose

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in this agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the family and Nurturing Hearts (from herein known as “the parties” or “both parties”) agree to the following:

Nurturing Hearts will provide care with day-to-day living for _____ in their residence in exchange for agreed upon measures, stipulations, and compensation.

2. Cleaning

Nurturing Hearts agrees to provide cleaning, sanitizing, and disinfecting services following the recommendations, guidelines, and provisions of State and local health authorities and the Center for Disease Control and Prevention (CDC). Cleaning services includes:

- a) General cleaning
- b) Making bed(s)
- c) Completing laundry tasks/changing sheets
- d) Washing dishes
- e) Emptying waste containers
- f) Sweeping/mopping all areas of concern to include bathrooms, uncarpeted floors, stairs, and hallways
- g) Disinfecting, cleaning, and sanitizing all bathrooms and common touch/use areas
- h) Replacing bathroom supplies
- i) Maintaining bedroom(s) in a neat and orderly fashion

3. Housekeeping

Nurturing Hearts shall maintain the homes in a clean, sanitary, and orderly condition at all times. Caregivers will perform daily housekeeping duties following a prescribed checklist to ensure safety, quality, and care. Caregivers shall provide all ordinary and heavy housekeeping duties following best and safe practices in detail.

4. Nutrition

- a) **Balanced Meals:** Nurturing Hearts hereby agrees to prepare three (3) nutritionally balanced meals per day or when such assistance is requested and agreed upon. One such meal shall be served in the morning, afternoon, and in the evening. Nurturing Hearts considers a balanced meal plan “client choice”.
- b) **Special Diets:** Nurturing Hearts will follow all guidelines and restrictions with regards to special diets and will provide these meals under the direction of a Licensed Physician (or qualified healthcare professional).
- c) **Additional Duties:** Nurturing Hearts agrees to grocery shop utilizing client choice interest, following licensed physicians’ recommendations, or a combination of the two. Following the preparation of meals, Nurturing Hearts will assist with feeding (if necessary) and cleaning the kitchen including washing dishes and disinfecting common surface areas.

5. Assistance Outside the Home

Nurturing Hearts shall run errands for the family, as needed. Examples of these may include, but are not limited to: picking up dry cleaning and prescriptions, receiving mail and delivery orders, grocery shopping etc....

6. Personal Care Needs

Nurturing Hearts shall observe and monitor the family's physical, mental, and emotional, states on a regular basis and shall make arrangements, as necessary, to meet health needs by arranging (or providing) transportation to the family's Physician of choice. Nurturing Hearts will document this information and inform the necessary individuals of the observations. Nurturing Hearts will also work with the family by following all instructions of the Physician including storing, distributing, and reminding the family to take prescribed medications.

Nurturing Hearts shall also provide direct assistance with bathing, dressing, toileting, hair care, nail care, shaving, eating, care of clothing, transferring, Activities of Daily Living (ADL) skills, Range of Motion (ROM) exercises (if applicable), shopping, and incidental services (as needed).

7. Transportation

Nurturing Hearts will assist with transportation needs if the need exist.

8. Companionship and Entertainment

Nurturing Hearts shall provide care, love, and support at all times. This is the essence of our business.

9. Confidentiality

Confidential information refers to any data or information relating to the family, whether business or personal, which could be considered to be private or proprietary to the family and that is not generally known and where the release of that confidential information could reasonably be expected to cause harm to the family.

Nurturing Hearts will not disclose, divulge, reveal, report or use, for any purpose, any confidential information which Nurturing Hearts has obtained, except as authorized by the family, required by law, or if a medical emergency occurs. All written, oral information, and materials disclosed or provided by the family to Nurturing Hearts under this agreement is considered confidential information regardless of whether it was provided before or after the date of this agreement or however it was provided to Nurturing Hearts. This obligation ends at the expiration or termination of this agreement.

10. Modifications of Agreement

Any modifications or changes to this agreement needs to be approved and agreed upon by both parties and the modifications would need to be amended with written consent and signed by both parties.

11. Family/Caregiver Provisions

Nurturing Hearts provides quality and compassionate services to our families and we only hire the most qualified Caregivers to care for your loved ones. With respect due to professional conduct and ethical concerns, Nurturing Hearts has provisions for the family and Caregiver relationship.

The family agrees to not give monetary cash gifts to our Caregivers.

The family agrees to not give merchandise, equipment, jewelry, or any items to our Caregivers.

All communication regarding the family, updates to scheduling, or any information relevant to the family's situation needs to be directed to Chytেশia Bonnett.

The family shall not contact the Caregiver, in the event of loss of employment with Nurturing Hearts.

Our Caregivers can accept gift cards only to a maximum of \$100.

Nurturing Hearts will charge a fee of \$2500 and may pursue legal action if these provisions are not followed.

12. Compensation

The family agrees to pay Nurturing Hearts _____ Per Hour,

_____ Weekly, totaling _____ Monthly.

Payment is due every Friday of the week no later than 6:00PM (EST). If payment is not received by that time, Nurturing Hearts, in their discretion, can charge a late fee of \$60. Payments can be made using:

Zelle (248-835-4558) or by Personal Check, Cashier’s Check, or Money Order made payable to: Nurturing Hearts Residential Senior Care, LLC

PLEASE NOTE: If care is not cancelled within 48 hours, full payment is still due. If the family suddenly passes, half payment is still due.

13. Governing Law, Entirety of Agreement, Severability, and Non-Discrimination Statement

This agreement is governed by and protected by the laws of the State of Michigan. This agreement constitutes the entire official agreement between the parties regarding its subject matter. If any provision of this contract is held in court to be invalid, void, or unenforceable, the remaining provisions shall continue to be in full force.

It is the policy of Nurturing Hearts Residential Senior Care, LLC not to discriminate on the basis of race, color, religion, gender, gender identity, sexual orientation, national origin, age, veteran status, mental or physical disability, or any other basis prohibited by statute in its programs or employment practices as required by Title V and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and Title II of the Americans with Disabilities Act of 1990, and the Americans with Disabilities Act of 2008 (ADAAA), the Genetic Information Non-Discrimination Act (GINA), or USDA Title VI.

This is a legally binding agreement and each party has read the agreement above before signing it.

Family’s Name

Family’s Signature/Date

Owner’s Name, Nurturing Hearts

Owner’s Signature, Nurturing Hearts/Date