

Service Agreements

Purpose *To meet contractual requirements ASC will have Service Agreements for Adults and Children receiving services.*

Policy Statement *ASC will have Service Agreements which outline the responsibilities between ASC as the service provider and the client receiving services/guardian.*

Initial Service Agreements will be completed prior to commencement of services.

Renewals/amendments will be completed:

- Minimally annually, or*
- As required when there are changes to services, legal changes or any other changes that significantly affect the existing agreement.*

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Service Agreements

1. Completion of Initial Service Agreements

- a) The process of introduction/completion and signing of the agreement must be completed prior to commencement of service provision.
- b) The Coordinator initiates the completion of the initial Service Agreement.
- c) The Coordinator meets with the client/guardian or forwards the agreement to review contract agreement contents.
- d) Opportunity is always made to leave time for the client/guardian to review the agreement independently or with legal advice prior to signing the agreement.
- e) The Coordinator then meets with the client/guardian to sign the agreement. A witness must be present to sign.
- f) Once the agreement is signed, the original agreement is placed on the client's main file; copies are forwarded to the client/guardian and service area files as required.

2. Procedure for Renewal/Amendment of Agreement

- a) A renewal of the Agreement must be completed:
 - i. Prior to the expiry of the agreement
 - ii. If there are any changes required prior to the renewal date
- b) The Coordinator takes the existing agreement and renewal form and reviews or forwards (copy) to the client/guardian.
- c) Opportunity is always made to leave time for the client/guardian to review the agreement independently or with legal advice prior to signing the agreement.
- d) If there are modifications required/requested, a new Service Agreement must be completed.
- e) If there are no modifications required/requested, the renewal form is signed and dated by all parties. A witness must be present to sign. The renewal form and any new schedules must be attached to the most recent agreement.
- f) The renewal and attachments are filed on the client's main file. Copies are forwarded to the client/guardian, and to service areas as required.

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