

Coming to Agreement: Contract Checklist

When you come to a point of knowing which Agency/Care Provider might be the right one for you, it is time to put pen to paper. Most agencies have a standard contract that they use to provide clarity in roles, responsibilities and expectations. The following items are minimum requirements that should be in the contract:

- Information regarding the support/service you can expect from the provider: Time, days, level of support, etc.
- The cost of the support and what the cost includes (i.e. transportation, admission, activity fees, etc.)
- Clarity in terms of roles and responsibilities of all people named in the contract, including your rights and responsibilities.
- Reference to different legislation and responsibilities/limitations related to the legislation.
- A Complaint Procedure, which supports the development of collaborative approaches and a focus towards resolution.
- Clear discharge and termination rationale and timelines for both voluntary and involuntary discharge.

Other items that may be included in the contract:

- Communication Protocols or Pathways Appendix to guide the parties in terms of who to contact for what reason. For example, if the person is sick- who should they connect with in order to let the provider know they will be absent OR who should the agency contact if the person falls ill during the program, etc. (See Communication Pathways Template here)
- A plain language Appendix to help people and their Network understand the agreement.
- Individual Rights Appendix
- Agency Mission and Values Appendix
- Quality Assurance Measures Plain Language Appendix
- Rules and Expectations Appendix to attend the program, such as house rules, day program rules, etc. These rules are usually developed by self-advocates to support a “safe program” to protect against abuse.