

OAKVILLE CLUB

The Gold Standard in Memory Care

Memory & Company Offers Boutique Memory Care with 35 Private Suites available for Long and Short-Term Stays

Why choose us for Long-Term Open-Ended Stays?

- Memory Care is all we do.
- Every aspect of Memory & Company is dedicated to the needs of families living with memory loss
- Exceptional Care by professionals that truly understand Memory Care needs
- Very personalized environment dedicated to those we serve
- Bespoke Care, that is customer service based
- Use of technology throughout the Club to provide increased safety and security
- Activity based. We ensure our Members are active and engaged throughout the day and never idle in their rooms unless by choice
- Motion sensors in every suite to increase safety
- Decrease risk of outbreak due to our boutique size, leadership, and modern design
- Beautiful and thoughtful environment that is designed with Memory Care needs in mind

Why choose us for Short-Term Stays? *3-night stay minimum required*

- You need a guilt-free, worry-free break from Caregiving responsibilities, and you only want the best for your loved one.

Limited Spaces Available:

Call us **now** to avoid disappointment. Bookings are on a first-come-first-served basis.

For Oakville Respite Hotel Stays and Premium Day Program Memberships:

Call 905-888-8808, enter 2 for Oakville and 1 for Respite Hotel Stays and Premium Day Program Memberships

or

email us at:

info@memoryandcompany.com or

Oakville@memoryandcompany.com

M E M O R Y C O M P A N Y

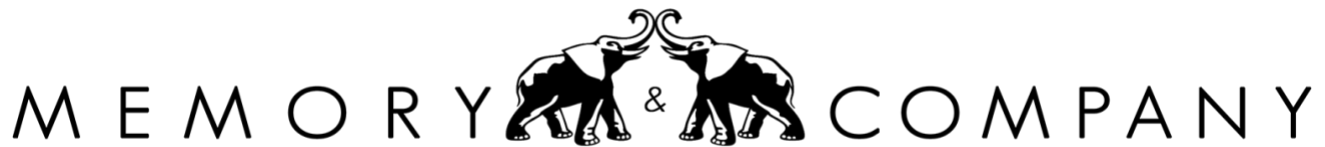
Want to Know More

Individuals are eligible to stay with us if:

- Adults living with memory loss. Although Memory loss is NOT a requirement.
- Able to integrate safely with the day program during the day
- Medically and behaviourally stable
- They can transfer with less than a two person assist, and can weight bare when Memberships begin
- Personal care needs can be met with one Support Team Member
- Swallowing and feeding needs can be managed safely with light support
- Attend a FREE 4 hour visit at our club prior to booking date, to *ensure appropriateness* in our environment, or allow a nurse assessment visit if unable to attend our Day Program prior. **Current Members, and reoccurring guests who have visited in the past 3 months and have had no significant health changes not required to come for an additional assessment.**
- Must have a local emergency contact available. They will only be contacted in emergency situations.

Accommodations:

- 35 fully furnished private bedrooms, designed to make our guests feel welcome and comfortable. All have a private en-suite 2-piece washroom.
- Entire space thoughtfully designed using dementia friendly design.
- Secured and Safe Environment
- 24-hour nursing
- Beautiful, home-like, 26,000 square ft. club to enjoy.
- Movie theatre, music lounge, outdoor lounge, recreation room, open concept gourmet kitchen, private dining room.
- Fully accessible bathing suites and spa.
- Spa services available for additional charge.
- Recreation and personalized programming is the CORE of what we do, we ensure our Members are active, social, and have a great time!!!!
- On-call Physician service for non-emergencies available
- Pharmacy services for long-term and short-term stay Members through Medi-System pharmacy



What is Included in your stay?

- Beautiful fully furnished private bedroom, decorated in a home-like style.
- 24-hour supervision and monitoring by experienced Support Team Members in a secured club.
- Minimum 1 staff to every 5 guests' ratio 7am-11pm daily
- Comprehensive assessment and care planning
- 3 nutritious meals per day, 2 scheduled snacks, plus access to snacks and drinks anytime of the day in our gourmet kitchen.
- Licensed RPN (Registered Practical Nurse) on-site 24 hours-a-day
- Assistance with activities of daily living such as toileting and personal care. Care level is determined during assessment.
- Daily housekeeping and bed-making
- Personal laundry for guests over 3-night stays. Those who have incontinence accidents will have clothes (due to incontinence) laundered daily.
- Assistance with medication management, overseen by a licensed registered practical nurse (RPN).
- Pharmacy support and services through Medi-System Pharmacy
- One assisted bath/shower included for those staying 3 nights or more. That means 1 bath every 3 nights, or 2x per week. Additional bath assistance can be purchased for an additional fee.
- Full access to our Premium Day Program. Full activity program that includes cognitive and physical fitness, socialization, music, pet and art therapies and personalized programming all with a focus of slowing memory loss.
- Ongoing communication (if requested) with caregivers and the commitment of disclosure of observations, incidents involving the guest and recommendations for on-going care needs.

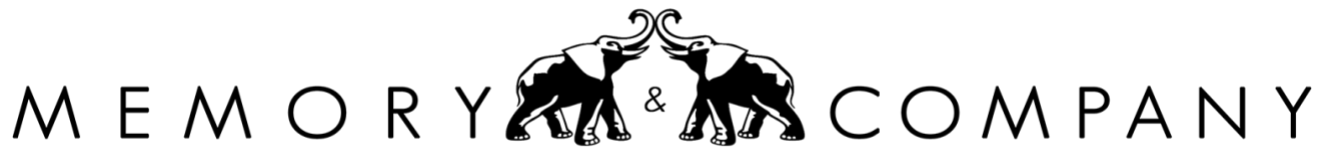
Additional pay options:

Spa Services, incontinence product stocking, physiotherapy, wound care, personal care product shopping and additional bathing assistance services, lab services, on-call doctor fees.

PRICING: *All-inclusive accommodations + Daily Care Fees= total cost of stay*
Most Fees are HST Exempt and Tax Deductible (some exceptions apply)

All Inclusive Accommodations: Private Studio Daily Rate

Accommodation in Private Studio Suite, all private 2 Piece Washrooms: Includes fully furnished suite with bed linens and towels provided, window coverings, full use of club common space, 3 meals and 2 snacks daily (therapeutic diets available, upon



authorization of Director of Member Relations) daily housekeeping (including bed linens and towels), weekly laundry, utilities and our Premium Day Program.

Stays 3-7 Consecutive Days: \$265.00 per night
Stays 8-29 Consecutive Days: \$245.00 per night
Stays 30 Consecutive Days or more: \$225.00 per night

Daily Personal Care Fees:

All new Members are assessed by a licensed nurse to ensure our Members get the time and attention they deserve based on individualized need. Reviewed every 6 months, or when care needs change suddenly due to medical or cognitive changes.

Level 1 Care: \$90.00

(Basic Care package, no incontinence care or on-going behaviour management)

Level 2 Care: \$125.00

(Incontinence care, 2 person transfers or meal assistance, or on-going behaviour management)

Level 3 Care: \$160.00

(Incontinence care, 2 person transfers, and/or Meal assistance and/or on-going behaviour management)

Lift/Hoyer Use Daily Charge: \$35.00

(For those requiring a sit/stand lift, or Hoyer lift assistance as all equipment always requires 2 Team Members to manage the lift safely. Members **MUST** be assessed by OT or PT prior to use and all Team Members need to be trained on its safe use for that Member)

Statutory Holidays: **Additional \$100.00 per day (Those staying 30 days or under)**

Lift/Hoyer Team Member One-Time Training Fee: \$300.00

(As all lifts are different based on assessed need and individual requirements, **all** Support Team Members **MUST** be trained to use the specified lift as assessed by the OT or PT)

One-to-one Care: **\$40.00 per hour (Weekdays),**
\$43.00 per hour (Weekends/Overnights)

Nursing Add-ons: Additional Fees may be applied for portable oxygen management, insulin monitoring, wound care management or other increased nursing care needs or medical laboratory services.

Included in Basic Daily Personal Care Fees (Level 1):

- Supervision of nursing requirements.

M E M O R Y & C O M P A N Y

- Medication Assistance
- Assistance with Activities of Daily Living i.e.:
 - Personal Hygiene care throughout the day/night
 - Assistance with dressing
 - Washroom Reminders, and occasional incontinence support (when required)
 - Supervision with meals (when required)
 - One person transfer
 - Light behaviour support
 - Bathing assistance 2x per week included.
- Motion Sensor Monitoring in every room
- 24-hour on-site nursing
- Safety and security

ALL Care Levels: Determined by a licensed nurse to ensure our Members get the time and attention they deserve based on individualized need. Reviewed every 6 months, or when care needs change suddenly. This ensures our Members get the support they deserve 24 hours-a-day at the quality you chose us for.

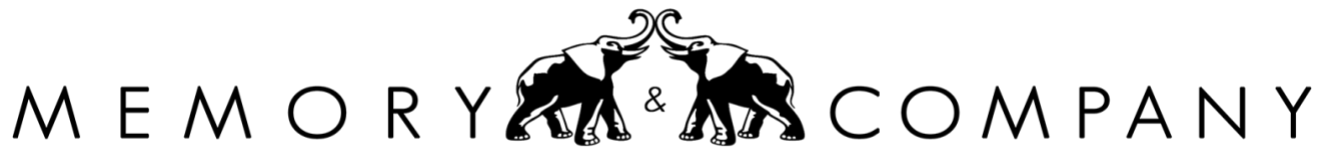
FREE Mandatory Assessment PRIOR to Arrival

Each Member/Guest is required to have a **FREE 4-hour assessment/trial in our Premium Day Program** prior to arrival. It is conducted by one of our nurses in our Premium Day Program. We will assess how they handle a group environment, and we will determine if we can meet all their care needs during their stay to always ensure everyone's safety. In some circumstances a nurse from Memory & Company can attend a hospital or home to complete an assessment if needed.

It is recommended you have an assessment for our Premium Day Program prior to booking if unsure if the Member/Guest would do well in our hotel.

If booked with us, it is encouraged to complete the assessment at least 30 days prior to arrival, but no sooner than 3 months. If there are changes to care level between assessment and arrival day due to medical or cognitive decline it is the discretion of Memory & Company to ensure the Member/Guest is at the right care level and Memory & Company can continue to meet their needs.

Pricing will change to reflect increased care needs and will be communicated to their Substitute Decision Maker (SDM) after reassessed upon arrival. Additional care charges will be billed to credit card on file or paid upon check-out.



If Member is NO LONGER appropriate for Memory & Company due to safety concerns related to decline in cognitive or physical ability, Memory & Company has the right to cancel the reservation at ANY time and 50% deposit will be lost. It is up to the Substitute Decision Maker (SDM) to notify us of any changes PRIOR to arrival and/or as soon as significant changes are noticed to avoid disappointment.

Additional Services and Meals (User Pay Basis, and charged at the end of month or stay):

- Required personal care or nursing supplies
- Incontinence products and supplies
- Resource Supplements
- Sharps Containers
- Visitor Meals \$15.00 each, includes meal, drink and dessert
- Licensed Nurse Foot Care \$45.00
- Additional Bathing \$40.00
- External Provider Services including transportation, spa services, hair dressing, , massage, OT, PT as per their current rates and services provided.
- Additional Hours on **Check-out day start at \$17.50 per hour**, based on level of care (see day program pricing)

Check-in/Check-out:

Check-in: Welcome to arrive after 7am on booking day to enjoy our day program (must be checked in no later than 3pm) so that our guests have a chance to get acquainted with the new environment. Private rooms will be available by 3pm.

Room check-out: 11am on departure day.

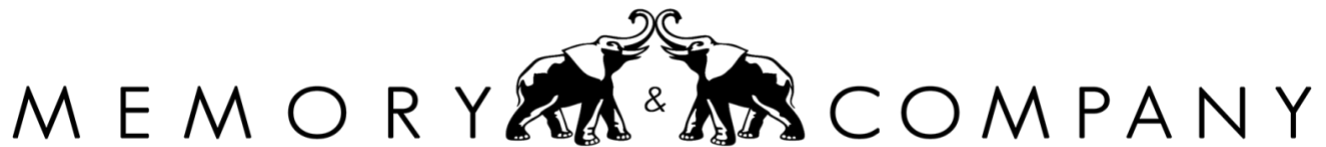
Extend your check-out day: Option to enjoy the day program until 10pm on departure day for an additional fee depending on level of care and added hours needed.

Bookings and Cancellations:

Short-Term Stays: (non-open-ended)

Non-refundable 50% deposit at time of booking is required to secure your suite.

Accommodation + Level 1 Care Fees x 50% = Deposit required



A deposit is required to secure your reservation.

30-day cancelation notice is required for full deposit refund.

15 Day notice for 50% deposit refund. **After 15 days no refunds will be provided on deposit.**

Remaining balance is owed on day of arrival.

*** Please see MANDATORY ASSESSMENT on page 5-6***

Long-term Open-Ended Stays: Monthly Renewals

Non-refundable 50% deposit at time of booking is required to secure your suite based on number of days booked from **30 days or more**.

Accommodation + Level 1 Care Fees x 50% = Deposit required

A deposit is required to hold and confirm your reservation.

30-day cancelation notice is required for full deposit refund.

15 Day notice for 50% deposit refund. After 15 days no refunds will be provided on long-term stay deposit.

**Monthly billing is due on the 1st of every month
You will be invoiced monthly.**

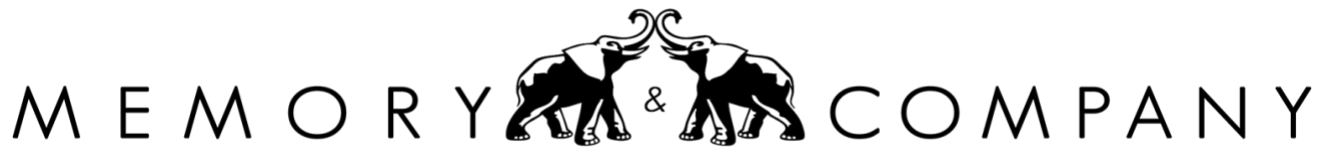
14 Day Notice is required for ending Long-term Open-Ended Stay, and all personal items must be removed from room.

If leaving in the current month and paid upfront for the whole month you will be refunded minus 14-day notice period.

If notified 14 days in advance you will only pay for the days remaining in the month and belongings must be removed. As soon as notice is provided the room will be sold to those on our long-term open-ended stay wait-list.

If joining Memory & Company mid-month, only the balance of the current month accommodation rate and care rate will be required.

30-day cancelation notice is required for full deposit refund.



15-day notice for 50% deposit refund. After 15 days no refunds will be provided on deposit.

Remaining monthly balance is owed on day of arrival.

*** Please see MANDATORY ASSESSMENT on page 5-6***

Looking to be added to our waitlist for open-ended stays?

A \$200.00 refundable wait-list deposit will secure your space for our next available suite based on your position on the list. You will then be added to our list and called when a space becomes available.