



Caring For Dementia Care Planning Service

Privacy Policy and Terms & Conditions

Privacy Policy

1. Introduction:

1.1 Thank you for choosing Caring for Dementia Care Planning. This Privacy Policy is your go-to guide, outlining how we handle your personal information transparently and ensuring your understanding and agreement with these terms.

1.2 By accessing and utilizing our service, you implicitly acknowledge and commit to following the conditions set forth in this Privacy Policy.

2. Information We Collect:

2.1 In the care planning process, we collect essential details such as names, contact information, and relevant health data. Your voluntary provision of this information is important, enabling us to tailor personalized care plans that effectively cater to individual needs.

2.2 Personal medical information such as: medical history, medical treatments, recommendations and past medical consultations are used to ensure interventions that are not only relevant but also considerate of individual needs.

3. Information Disclosure:

3.1 Your personal information is handled with the utmost confidentiality. We are committed to not disclosing personal information to third parties without explicit consent, except when mandated by law or to ensure user safety.

3.2 Care plans are exclusively emailed to the POA/SDM, who retains the option to share it with friends, carers, or facilities. We strictly release the care plan to the designated POA/SDM via the email provided during sign-up to uphold privacy.

3.3 To safeguard your privacy, we refrain from sharing care plans directly with facilities. The responsibility of sharing with the facility rests with the designated POA/SDM.

4. Role of the POA/SDM:

4.1 The POA/SDM assumes responsibility for the outcomes of sharing recommendations within this care plan.

4.2 The POA/SDM must ensure that all information provided to Caring for Dementia is accurate and complete.

5. User Control:

5.1 You possess the right to correct any personal information. Requests for corrections can be submitted to caringfordementiacanada@gmail.com to maintain accuracy and completeness.

5.2 You possess the right to request the deletion of records. If at any time you wish to have your personal records deleted, please email caringfordementiacanada@gmail.com with the request.



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5.3 We will keep personal records for up to 1 year, in case another care plan is ordered for a change in health status.

6. Cookies Usage:

6.1 Cookies may enhance your user experience. You can adjust your browser settings to disable cookies, although this may impact certain functionalities within our service.

7. Children's Privacy:

7.1 Our service is not intended for individuals under the age of 18. We do not knowingly collect information from minors, nor can we enter into an agreement with a minor.

8. Third-Party Links and Platforms:

8.1 While our service may contain links to third-party websites, we disclaim responsibility for the privacy practices or content of these external sites.

8.2 Jotform and Electronic Signatures: Users will read and acknowledge JotForm privacy policies. Caring for Dementia does not bear any responsibility for privacy breaches that are in JotForm's control.

8.3 Google Meets: Users will read and acknowledge Google Meet privacy policies. Caring for Dementia does not bear any responsibility for privacy breaches that are in Google Meet's control.

8.4 PayPal: Users will read and acknowledge PayPal privacy policies. Caring for Dementia does not bear any responsibility for privacy breaches that are in PayPal's control.

8.5 Stripe: Users will read and acknowledge Stripe's privacy policies. Caring for Dementia does not bear any responsibility for privacy breaches that are in Stripe's control.

9. Changes to Privacy Policy:

9.1 This Privacy Policy may be updated periodically. Current users will be notified of any material changes, and continued use of the Service constitutes acceptance of these changes.

10. Contact Information:

10.1 For inquiries regarding this Privacy Policy, users can contact us through email at caringfordementiacanada@gmail.com.

Date:

POA/SDM Signature:



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Terms and Conditions

1. Glossary:

1.1 POA/SDM: Power of Attorney/ Substitute Decision Maker

1.2 User: The person using the service

1.3 Client: The person addressed in the care plan

1.4 Service Provider: Caring for Dementia

2. Introduction:

2.1 These terms and conditions establish the framework for our collaboration. By using our service, you acknowledge and commit to these guidelines.

2.2 All references to time within our virtual care service, including consultations, appointments, and any time-sensitive communications, are based on Atlantic Standard Time (AST), GMT -04:00.

2.3 Understanding and adhering to these terms are crucial for a smooth and beneficial experience. We encourage a thorough review before engaging with our care planning service.

2.4 Signing this form indicates your explicit consent to the collection, utilization, and processing of your personal information. This step initiates the care planning process, ensuring transparency and compliance with privacy standards.

3. Service Overview:

3.1 Our mission is to provide effective non-pharmacological interventions for individuals impacted by dementia, tailoring care plans to unique needs.

3.2 Caring for Dementia aims to complete and send care plans to POA/SDM within 4 days of receiving the submitted form.

3.3 Our care plans focus on Personal Hygiene, Mobility, Communication, Nutrition and Hydration, Behaviour Support, Typical day routine, Typical night routine, and Activities and Hobbies.

3.4 The care planning process involves gathering pertinent personal and health information, forming the basis for individualized care plans that address specific concerns.

3.5 We require a brief 10-15 minute video conference (camera can be off, you must have a working microphone) to ensure accurate and up-to-date information.

3.6 The POA/SDM understands that not all personalized strategies will always be effective, considering the approach and well-being of the client.

3.7 In addition to personalized strategies, our service includes educational enhancements in the care plan.



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3.8 Our service incorporates generalized, evidence-based information into care plans, rooted in strategies well-received with the average dementia population. However, responses may vary, and users should be aware that individualized adjustments may be necessary based on unique responses or changing conditions.

4. Active Participation and Conduct:

4.1 Your active engagement in the care planning process is essential. Providing accurate information ensures the resulting care plan's effectiveness and relevance.

4.2 The POA/SDM is entrusted with the responsibility of deciding whether to implement or refrain from using any recommendations listed in the care plan.

4.3 The POA/SDM bears all liability for the implementation of these suggestions. It is at their discretion if the strategies in the care plan will be used with the client.

4.4 Maintaining a respectful and collaborative environment is crucial. We expect users to interact with our service courteously, refraining from harassment, discrimination, or abusive behaviour. This commitment fosters a positive and supportive caregiving community.

5. Care Plan Limitations:

5.1 Our service provides a single, comprehensive care plan based on the information gathered during the care planning process, ensuring it is specifically tailored to individual needs.

5.2 It's important to note that our service does not engage in ongoing revisions or updates to existing care plans.

6. Revisions

6.1 Users are encouraged to promptly communicate any concerns for resolution. Users have 72 hours after receiving the original document to contact Caring for Dementia for revisions. After this period, no further revisions will be made.

6.2 You may request revisions to the care plan once, and only within 72 hours of Caring for Dementia's timestamp on the care plan email. Send an email with all listed revisions, and we will diligently work to comply with the stated revisions.

6.3 Situations where we will not include revisions are:

- If we deem they are not in the best interest or may be harmful to the client.
- Outside the 72-hour timeframe.
- We will not revise the "educational enhancements" POA/SDM can remove if deemed unnecessary.

7. Payments and Refunds:

7.1 The cost of a care plan is CA \$50.00, covering personalized details and educational enhancements by a trained behaviour support specialist experienced in advanced care planning.



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7.2 Process your payment at least 24 hours before the video conference.

7.3 In case of non-receipt of payment:

7.3.1 Two business days before your video conference, a reminder email will be sent.

7.3.2 You have one business day from the reminder email to process your payment.

7.3.3 If payment is not received by the 24-hour mark, an alert will be sent, indicating the cancellation of your video conference appointment.

7.3.4 Failure to provide payment may impact future session bookings.

7.4 Payment methods include secure options through our website using Stripe, PayPal, or e-transfer. Visit the "Care Planning" page on caringfordementia.ca for more details.

7.5 Refunds for personalized care plans are generally not offered due to the substantial effort and resources invested. Exceptions may be considered, and approved refunds will be processed through the original payment method.

8. Confidentiality:

8.1 Upholding the highest standards of confidentiality, we prioritize protecting your personal information. Encryption and password-protected security measures are in place, ensuring the privacy of your sensitive data against unauthorized access, disclosure, or alteration.

9. Termination:

9.1 While fostering a positive and collaborative experience is our goal, we retain the right to terminate access to our service if users violate these terms and conditions or engage in behaviour deemed inappropriate or harmful. This ensures a secure and conducive environment for all users.

10. Third-Party Platforms:

10.1 Our service seamlessly integrates with third-party platforms, including Jotform, Google Meet, Stripe, and PayPal. Users acknowledge and accept the terms and conditions of these platforms when engaging with our service, recognizing the additional layers of privacy and security associated with these integrations.

10.2 Google Meet: Engaging with Google Meet through our service subjects users to Google Meet's terms and conditions. Users should familiarize themselves with these conditions to ensure compliance and understanding of the privacy and security measures associated with Google Meet.

10.3 Jotform: Interacting with Jotform through our service implies acceptance of Jotform's terms and conditions. Users are encouraged to review these conditions to ensure adherence and comprehension of the privacy and security measures associated with Jotform.

10.4 Stripe: Utilizing Stripe for payments involves acceptance of Stripe's terms and conditions. Users should acquaint themselves with these conditions to ensure compliance and understanding of the privacy and security measures associated with Stripe.



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10.5 PayPal: Engaging with PayPal for payments is subject to PayPal's terms and conditions. Users are advised to review these conditions to ensure adherence and comprehension of the privacy and security measures associated with PayPal.

11. Governing Law:

11.1 These terms and conditions are governed by the laws of Nova Scotia, Canada.

11.2 Nova Scotia's "Adult Protection Act" mandates the reporting of physiological, physical harm, and neglect.

12. Non-Medical Service:

12.1 Our Care Planning Service is non-medical in nature and does not provide medical advice, diagnosis, or treatment.

12.2 Information and care plans offered include non-pharmacological interventions and learned knowledge about dementia care.

12.3 Users are advised to consult qualified healthcare professionals for medical advice when dealing with medical concerns.

12.4 By accessing our service, users acknowledge that Caring for Dementia Care Planning Service is not a substitute for professional medical advice.

13. Limitation of Liability:

13.1 Caring for Dementia is not accountable for any direct, indirect, incidental, or consequential damages resulting from the use or inability to use the care plans.

13.2 Users agree to indemnify and hold Caring for Dementia harmless from potential claims, losses, or damages, including legal fees, arising from their use of the service.

14. Contact Information:

14.1 For inquiries about these terms and conditions or our service, users can reach us via email at caringfordementiacanada@gmail.com.

By signing below, I have acknowledged, read, understood and agree with the privacy policy and terms and conditions.

Date:

POA/SDM Signature: