



Disclosure of Services

Silver Age is a senior living placement agency serving King and Snohomish County. We look forward to partnering with you to find the best senior living options for your unique needs and preferences. Making a move to a senior living community is a big deal. We welcome your questions and are here to be a support and resource to you as you tour places, make decisions, and transition into your new home. Our goal is to help you make the most informed decision possible and to keep you, the person who will be making the move, in the center of the decision-making.

In WA, the Elder and Vulnerable Adult Referral Act, RCW [18.330](#), established minimum standards of conduct for placement agencies. Each senior living provider we work with is carefully pre-screened. You will be provided with the date of our latest screening and whether it was virtual or onsite regarding each place we select for you. We currently hold referral agreements with more than 800 local senior living providers. We represent and advocate for you, as well as senior living providers at the same time.

Our provider screening includes onsite and virtual visits and a review of the following:

1. Facility licensing
2. The credentials and story of the providers
3. Caregivers and staffing ratios
4. Cultural accommodations and activities provided
5. Care that can and cannot be accommodated
6. Challenging behaviors that can and cannot be accommodated
7. Meal plans offered and special diets that can be accommodated
8. Sources of payment accepted, including whether Medicaid is accepted
9. Other special care and services provided
10. Citations publicly listed on the Dept. of Social & Health Services website

Our process starts with getting to know you. We want to know the big picture of what you are hoping for and all of the important details. To begin preparing for our intake questionnaire, here is a list of the topics we will cover:

1. Your current living situation
2. Recent, relevant medical history
3. Medications and medication management needs
4. Diagnoses, health concerns, and the reasons you or your loved one(s) are seeking care
5. Significant known behaviors or symptoms that require special care



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6. Assistance needed with activities of daily living
7. Activities of interest, spiritual preferences, and lifestyle info
8. Sleeping habits
9. Basic information about your finances, LTC insurance, and Veterans status
10. Location preferences
11. Preferences regarding meals and daily routines

Our services are paid for in one of two ways. You can hire us directly or you can enlist our services at no direct cost to you. If you would like to hire us directly we have a separate agreement for you to sign.

To qualify for our no-cost service, you cannot be receiving Medicaid (the state and federal program for those with functional and financial need) or be planning to apply for Medicaid within the first 4 months of your move. Our no-cost service is at no cost to you because we are paid a referral fee by our partnering senior living providers when you move in. In order for us to earn a referral fee, we need to introduce you or “refer” you to a senior living provider. We do this by emailing them a summary of your needs, with your signed permission. Due to the nature of how placement agents are paid, we encourage you to work with only one agency at a time.

The referral fee we earn from senior living providers ranges from 75-100% of your first month’s charges. Payment is made in up to 3 installments at 30, 60, and 90 days after move-in. For respite stays, 30 days or less, our fee is 20% per day and prorated to the number of days stayed. If for any reason, you stay less than 30 days, our fee is refunded and prorated at 20% per day.

A pre-admission nursing assessment is required by WA State Assisted Living Facilities (ALFs) and Adult Family Homes (AFHs). ALF assessments are at no additional cost. For AFH admission, you’ll need to hire a Registered Nurse in the practice of performing these assessments. Fees range from \$350 to \$500 per assessment. Most AFHs have a partnering RN who does assessments of new residents. If you choose a home that does not have an assessing RN available we have a list of local RN assessors.

You and your family or representatives may at any time, without cause, stop using our service or switch to another agency without penalty or a cancellation fee. At no time will we ask or require you to sign waivers of liability or waivers of rights. For consumer complaints about a referral agency contact the Attorney General’s office: 1-800-551-4636, 800 5th Ave. Ste. 2000 Seattle, WA 98104, <https://www.atg.wa.gov/file-complaint>.

We are grateful for the opportunity to support you in your quest for a senior living community to call home. It brings us great joy to hear your story, address your fears and walk by your side throughout the move-in process and beyond. After your decision has been made we will continue to follow up with you and the staff at the community you select. Should any issues come up we are



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available to advocate for you and provide ongoing support. We look forward to working with you and your family or representative.

I acknowledge that I have received, read and understand the Silver Age Disclosure of Services:

Printed name(s) of the senior, or couple seeking senior living options:

Authorizing signature: _____ Date: _____

Printed name of signer: _____

Relationship of signer to the person seeking senior living options: Spouse Healthcare DPOA
 Financial DPOA Other (please specify): _____

This signed form can be returned to Silver Age LLC in one of the following ways (if using DocuSign it will automatically be sent to us):

1. Fax: (425) 642-5567
2. Email: The agent you are working with or info@silveragecare.com.
3. Mail: 1567 Highlands Dr. NE
STE 110 #205
Issaquah, WA 98029