The Caregiver Resource Center's Commitment

The Caregiver Resource Center makes the following commitment to our clients.

We will:

✓ Provide services that are individually designed to meet the unique needs of the client and their family
✓ Be available 7 days a week by appointment, and 24/7 for emergencies
✓ Develop and execute a signed “Informed Consent - Client Service Agreement” for each client before providing any services; which clearly outlines the agreed upon services, confidentiality, fees, payments, commencement of services, references, cancellation of services, etc.
✓ Ensure client confidentiality per state and federal confidentiality laws
✓ Provide only those services authorized by the client or their legal representative
✓ Provide regular verbal and written updates to the client and members of the Care Team; highlighting pertinent information, concerns, suggestions, and agreed upon action plans
✓ Execute all services with the focus being on the client’s healthy, safety, independence and quality of life
✓ Acknowledge the client and their family’s role as an integral Care Team member, and be open and receptive to their input in the Care Plan development
✓ Provide a detailed invoice for all services rendered
✓ Obtain written permission from the client or their legal representative, prior to using email as a means of communication
✓ Use password protected documents when sharing information about a client’s health, mental health or finances, via email

We will NOT:

✓ Benefit financially from any referral we make to care providers or community resources
✓ Provide direct services, such as home care services (e.g. caregivers), or nursing services
✓ Provide financial management or fiduciary services for the client
✓ Act as a guardian, conservator, or power of attorney for any client or their relatives
✓ Accept gifts or tips from clients
✓ Provide services that The Caregiver Resource Center is not licensed and qualified to provide

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