

## 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, certified and qualified to provide