

Employee/Client Communications Policy and Procedures

Created: April 18, 2007

Revised:

POLICY

To protect both the Employee's and Comfort Keepers' interests, Employees are not to call the client for any reason. Employees are also not to give their personal home or cell phone numbers to the clients.

If an employee needs to notify a client for any reason, that employee is to call the office and the office will make the notification. When a client needs to communicate with a caregiver, the client is to call the office and the office will relay the message.

One of the terms and conditions included in the client agreement which is signed when service is started, is that the client will not, through their own efforts or anyone else's, obtain or try to obtain a caregiver's phone number or address.

PROCEDURES