

Care & Help

Client Responsibilities & Guidelines

Introduction

At Care & Help, we are committed to providing high-quality, compassionate support to every individual. To ensure the best possible experience, we ask clients and their families to follow a few important responsibilities and guidelines. Working together helps us deliver safe, respectful, and consistent care.

Why Client Responsibilities Matter

Clear communication and cooperation between clients, families, and caregivers help:

- Improve the quality of care
- Build trust and understanding
- Ensure safety and comfort
- Create a positive and respectful environment

Client Responsibilities

1. Provide Accurate Information

Clients and families should share complete and accurate details about:

- Health conditions
- Medications
- Allergies
- Daily routines and preferences

This helps us create an effective and personalized care plan.

2. Maintain Open Communication

Keep our team informed about any changes, including:

- Health updates

- Schedule adjustments
- Concerns or feedback

Clear communication allows us to respond quickly and adjust care when needed.

3. Respect Caregivers

We are proud of our compassionate and professional caregivers. We ask clients and families to:

- Treat caregivers with respect and kindness
- Maintain a safe and positive environment
- Communicate politely and professionally

4. Follow Agreed Care Plans

Care plans are designed to provide the best outcomes. Clients are encouraged to:

- Follow recommended routines
- Allow caregivers to perform assigned tasks
- Discuss any changes before making adjustments

5. Ensure a Safe Environment

Clients and families should help maintain a safe home by:

- Keeping walkways clear
- Ensuring proper lighting
- Reducing hazards (loose rugs, clutter, etc.)

A safe environment protects both clients and caregivers.

6. Be Available During Scheduled Care

Please ensure that:

- Clients are available during scheduled service times
- Any changes are communicated in advance

This helps avoid disruptions and ensures smooth service delivery.

Family Involvement

Family members play an important role in the care process. We encourage:

- Regular communication with our team
- Participation in care planning
- Sharing feedback and suggestions

Handling Concerns or Issues

If you have any concerns:

- Contact our team immediately
- Provide clear details about the issue
- Allow us the opportunity to resolve it promptly

We are always committed to improving your experience.

Our Commitment to You

In return, Care & Help promises:

- Respectful and compassionate care
- Trained and reliable caregivers
- Ongoing support and communication
- A focus on dignity, independence, and well-being

Conclusion

By working together and following these guidelines, we can create a safe, supportive, and positive care experience for everyone involved.

Need Help?

If you have any questions or need assistance, feel free to contact us:

Phone: 206-724-6959

Email: nachga78@hotmail.com

We're always here to support you and your family.

Care & Help | Compassionate Care for Every Step of Life