



Consumer Notice

Dear _____:

Thank you for the trust you have placed in Helping Hands of Cleveland to provide Personal Care Support for you or your loved one. As part of this Service we would like to acquaint you with these important facts about our organization and associates:

1. All of our Care Providers are supervised daily by reporting to our office before and after their shift with you begins.
2. We assign duties to the Care Provider based on the services you need or as directed by your representative.
3. We require the following of each Care Provider we hire. If they do not meet these requirements, we have policies in place for discipline, up to termination:
 - a. Must pass a criminal background check, Drug test and not be on the Abuse or Sex Offender registries.
 - b. Must have positive references.
 - c. Must have appropriate credentials, licensure or certification (if required) adequate training to provide services to you.
 - d. If the Care Provider will be taking you/the Client to an appointment or to run errands, they must drive your vehicle. They must also possess a clean Motor Vehicle Report which will be kept in their employee file. A copy of your insurance, a picture of the vehicle tag and car will also be kept in the Client file.
4. We provide each Care Provider with the following:
 - a. Identification Badge.
 - b. Uniform Shirt identifying them as one of our Care Providers
 - c. Continuing Education and On-going training.
 - d. We deduct their Payroll taxes. Social Security, Unemployment. We pay overtime for hours worked in excess of 40 hours a week, unless they are working in a private residence and fall under the overtime exemption status.

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d. Continued.

This assures that you have no liability for the taxes of our caregivers (as you would if you hired them directly).

We would appreciate your signature below signifying that you have been acquainted with the Consumer Notice of our organization. Again, thank you for the confidence you have placed in us. Should you have any questions or concerns during the course of your service, please do not hesitate to call us at (423) 476-3312.

Management Team:

Bea Seiler, Supervisor of Care

Greg Bateman, Office Manager

Donna Payton, Business Manager

Administrative Assistant:

Jennie Evans

Name of Service Recipient/Representative

Date