

Do's and Don'ts

Do

- Take care of yourself while giving good service to others. This includes guarding your health, using proper body mechanics to avoid injury and accidents, and taking proper precautions to prevent the spread of germs and infections.
- Expect the unexpected. Be prepared!
- Be on time.
- Ensure open communication with the service recipient. Make sure s/he understands what you're going to do before you do it.
- Treat others with dignity, care and respect.
- Wear your CE badge when providing a service.

Don't

- Provide any hands-on care such as lifting, bathing, giving medication, etc.
Remember: if you do so, you are fully liable.
- Cancel at the last minute.
- Break the member's confidentiality or invade his/her privacy.
- Ask for or accept money or tips from the member.
- Smoke in the member's car, home, or presence unless prior approval has been given by the member.