

ESWA Consumer/Participant/Family Code of Conduct

As a consumer/participant/family receiving services from Elder Services of Worcester Area you have the responsibility to:

Please do:

- Treat your homecare staff with respect.
- Ensure your family members and visitors treat your homecare staff with respect.
- Ask questions about what tasks your homecare staff can/cannot do.
- Participate in your care by providing direction around your needs.
- Refrain from smoking tobacco or any other substance while homecare staff are in your home.
- Upon staff's request, please put pet(s) in another room while homecare staff is in your home.
- Be available at the scheduled time or notify your provider agency or Elder Services of Worcester Area.

Please do not:

- Abuse your homecare staff.
- Do not allow any family member or visitor to abuse your homecare staff.
- Use derogatory or offensive remarks about race, color, accent, language, national origin, ethnicity, religion, sex, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran/active military status, or immigration status.
- Demand a homecare staff member or volunteer based on the above characteristics.
- Yell or swear at your homecare staff.
- Verbally threaten or use threatening gestures.
- Assault, spit, throw objects, or other violent behaviors.
- Use sexual or vulgar remarks or behaviors.

***ESWA has zero tolerance for threatening or abusive behavior.
ESWA reserves the right to determine what constitutes unacceptable behavior.***

Code of Conduct Violations

If you fail to comply with the above expectations, your services may be terminated, and you may not be able to receive care in the future from ESWA.

