

DIRECT SUPPORT PROVIDER CONDUCT & EXPECTATIONS

Many families rely on the Support Provider Database for dependable, enthusiastic and committed Direct Support Providers. It is expected that each Direct Support Provider registered on the database will conduct themselves in a professional and respectful manner during any interactions with parents, professionals and coordinators. This includes returning phone calls, completing updates and providing safe and reliable support. In order to maintain a high standard of service, it is essential that all registered Direct Support Providers abide by the following:

1. **Notify the Respite Resource Coordinator as soon as possible of any changes to your schedule of availability.** If you are no longer able to accommodate new families, your profile should no longer be shared. Contacting Direct Support Providers who are no longer available is a frustrating experience for the family and it reflects poorly on the provider and the Support Provider Database.
2. **Contact families as soon as you hear from them.** Families are waiting to hear from you. They will also have contacted other Direct Support Providers, and whoever responds first, is most likely to be selected. We expect Direct Support Providers to respond to families and/or coordinators calls within a 48-hour time frame.
3. **Keep your commitment to the family.** It is extremely unsettling for a family to have to try to explain to their child why their Direct Support Provider did not show up. As well, it is unsettling for the individual who is anticipating your arrival.
4. **Contact the Respite Resource Coordinator once you are actively engaging with a family.** You are expected to report any contracts you have accepted, with the family's name and start date, along with an update of your availability.

Remember that the respite contracts you secure with families are considered your own small business. The success of your business will depend on how well you follow the above.

If at any time the Respite Resource Coordinator is notified of any actions deemed unprofessional, the Direct Support Provider in question will be listed as Inactive on the Support Provider Database and contacted by the Respite Resource Coordinator. Upon discussion and review of the incident, a Direct Support Provider may be removed from the database at the discretion of the Respite Resource Coordinator. If there are two incidents of negative feedback, you will be removed from the Support Provider Database.

DATE: _____

SIGNATURE OF APPLICANT

SIGNATURE OF WITNESS