

EXPECTATIONS OF STAFF AND YOU

What can I expect from staff and what would you expect of me should I choose to become involved?

WHAT TO EXPECT FROM STAFF:

- Staff have met or exceeded State's educational and experience requirements.
- Services are delivered in accordance to State Policy and guidelines.
- As reported by the caregivers themselves, 99% feel they were treated with dignity and respect. (2014 Caregiver Program Satisfaction Survey.)
- Caregiver Specialists are independently certified (and annually re-certified) to deliver the evidenced-based TCARE Assessment process.
- Staff participates in a collaborative network of local Caregiver Specialists.
- Staff is committed to stay in touch with you along your caregiver journey.
- All are committed to safeguarding confidentiality.

WHAT WE EXPECT OF YOU:

- Take advantage of and use the services we offer.
- Recognize that the Caregiver Specialist is part of YOUR team.
- Become involved with the TCARE Assessment process.
- Actively engage in the regularly scheduled follow ups that include TCARE re-Screens, re-Assessments and Care Plan updates.
- Be sure your Caregiver Specialist knows how best to contact you. An open communication channel allows you to receive the best service.
- Respond to the annual Caregiver Satisfaction Survey.
- Allow staff to visit your home at least once per year.
- Be curious and find ways to learn from your caregiver colleagues.

To make an appointment please contact a Caregiver Specialist:

Senior Services: (425) 290-1240

Alzheimer's Association: (206) 363-5500

Stillaguamish Senior Center: North County: (425) 248-5276

Stillaguamish Senior Center: East and South County: (425) 248-5156

We are hopeful that, as an Informed Consumer, you will choose to use our services.