
Relationships

— Contractor, Client, & Family —

We are all different

What type of contract, schedule, hours and client needs is best will completely change from one contract to another.

- We believe that the best situations are ones where the contractor, the client, and the family are all satisfied.
- Be honest with what type of schedule fits in your lifestyle.
- Be honest what kind of Client you believe motivates you to deliver your best care.
- If this relationship is not working out, please discuss with staff. We can sometimes identify better fits within our client portfolio.
- Do not let Chrysalis Spectrum or our clients down by staying in a situation where you feel unmotivated.

Relationship with Chrysalis Spectrum & Contractor

An independent contractor must respect the boundaries of their contract with the agency. Failure to adhere to the boundaries can result in contract termination and legal action.



Professional Relationship

In order to maintain professionalism it's important that independent contractors understand the following:

- All clients are Chrysalis Spectrum clients regardless of how long the independent contractor has worked in the home. If an independent contractor work for clients independently, they may face legal action unless they a) pay the buy out clause \$5,000 or b) start care service 365 days from the contract termination date of contractor and client service.
- All conversations must remain professional. There should be no discussion of politics, religion, sex, problems with staff, clients, and contractors should not be discussed with the client including conversations about: finances, living and legal situations.

Confidentiality

- Changes in client care level (decline, fall, aggression, conflict) should be emailed to cs@chrysalisspectrum.com and not directly to the client. This will help avoid confusion in service care level.
- Contractors can only take pictures of the client with the client's phone. Pictures of areas that require skill care can only be taken with the client's phone at their request and must be documented in shift notes.
- No clients' personal identification (e.g. first and last name) should be revealed in public or at other client's home.

Language & Cultural Differences

Houston is the most diverse city in the United States. The language and culture will differ from one house to another. It is imperative while you are in someone's home that you abide to their cultural standards (if it doesn't violate your rights).

Tips to avoid conflict:

- Do not ask personal questions that will offend the client.
- Only share details about your culture if the client asks you.
- Do not force your beliefs, religion, or politics onto a client.
- Be mindful that you are responsible for what you self disclose to the client.
- If you feel uncomfortable in the home due to cultural differences, please contact hr@chrysalisspectrum.com for a new assignment.

Who to Contact?

Client Questions -
PAS@chrysalisspectrum.com

Client Updates ,injuries, incidents, accidents,
changes in client care and complaints about
agency administrator.

Contractor questions and concerns -
HR@chrysalilsspectrum.com

Payroll, problems with caregivers, scheduling, and
work assignments

Complaints or concerns:
Info@chrysalisspectrum.com

Office Number: 281-407-1662

Office location:

8300 Cypress Creek Park Ste 450, Houston, TX
77070

Office Hours: Monday - Friday, 9:00 am to 4:00
pm