

## Cancer CAREpoint Commitment to Clients and Client Expectations

We appreciate the trust placed in Cancer CAREpoint to support you. Cancer CAREpoint aims to be clear and transparent as to what you can expect as a client. If at anytime you have any questions or concerns regarding your expectations or interactions with Cancer CAREpoint, please contact the Director of Programs and Services or the Executive Director.

### Cancer CAREpoint Vision

All impacted by cancer are supported. No one faces cancer alone.

### Values

We fulfill our mission and strive to achieve our vision through the lens of our values:

- *Compassion:* We empathize with and care for all touched by cancer.
- *Inclusion:* We respect everyone and strive to bridge support for all cancer impacts.
- *Collaboration:* We are dynamic partners to all who embrace our mission.
- *Care-Focused Innovation:* We advance support services by adapting and responding rapidly to the growing needs of our community.
- *Accessibility:* We are open to all and endeavor to connect with everyone cancer impacts.
- *Trust:* We are a committed partner to all—clients, donors, community organizations, and healthcare providers.

### **As a Cancer CAREpoint client you can expect:**

- To be served with courtesy, dignity, and respect.
- To receive quality services irrespective of sex, gender identity, race, ethnicity, culture, language, religion, marital status, disability, sexuality, or age.
- That information collected by Cancer CAREpoint staff will be kept confidential. No identifying information will be released by Cancer CAREpoint to any other agencies or organizations without your express permission.  
*Please note:* We use certain demographic information for statistical reports required by our funders. This information includes age, race, gender, city, but **does not** include client identifiers such as name or address.
- To have your medical and personal decisions respected during interactions with staff, volunteers, other organizational representatives, and other clients.
- That at no time will you be asked to donate time or money in exchange for care.
- That at no time will you be required to participate in religious or political activity while receiving care.

### **As part of the Cancer CAREpoint community it is important to note that:**

- Cancer CAREpoint staff works as a team. Staff will be aware that you are a client and may know the nature of the services you receive. Staff is required by Cancer CAREpoint policy to keep all such information confidential.
- If you engage in any counseling services with a Cancer CAREpoint Counselor, the content of your sessions will be confidential as outlined in the paperwork you will obtain prior to receiving these services.
- If you participate in a support group, Cancer CAREpoint outlines the expected behavior in these groups in the Support Group Guidelines. These guidelines will be shared with you prior to your first support group meeting with Cancer CAREpoint.
- To ensure that the Cancer CAREpoint community remains a safe and healthy environment for all who participate, Cancer CAREpoint may terminate the services it provides to a client. Possible reasons for termination of services include:
  - If a client is creating a stressful or unhealthy environment for other clients.
  - If a client is disrespectful of other clients, staff or volunteers.
  - If a client is posing a safety threat to clients, staff or volunteers.

Reasons for the termination and alternative avenues for support will be discussed with the client.