



Subject: Important Requirements for Receiving In-Home Care Services

I hope this message finds you well. I am writing to outline the essential requirements for receiving professional home care services.

It is our priority to ensure a safe and supportive environment for both our clients and care providers.

To facilitate the provision of high-quality care, please ensure the following conditions are met within your home:

- Cleanliness: The home must be kept in an acceptable condition, free from garbage and clutter. This is vital to create a safe and hygienic environment for care delivery.

- No Smoking or Substance Use: Our care providers operate in smoke-free environments. Therefore, no smoking or use of any substances is permitted during service hours.

- No Intoxication: Services will not be provided if there are any intoxicated individuals present in the home. This policy is in place to protect both our clients and staff.

- Respectful Communication: We maintain a zero-tolerance policy towards verbal violence or abusive language. A respectful and considerate atmosphere is crucial for effective care.

Adherence to these guidelines ensures that we can deliver the best possible care to you and your loved ones. Please feel free to reach out if you have any questions or need further clarification regarding these requirements.

Thank you for your understanding and cooperation.

Warm regards,  
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