



## Commitment to Quality Service Agreement

Spectrum Generations and \_\_\_\_\_ mutually recognize the critical need of working together in providing information, resources, products and services that enable both older and disabled adults to continue to live at home and thrive within our community.

Spectrum Generations serves the local community as both the Central Maine Area Agency on Aging and the Central Maine Aging and Disability Resource Center. In both of these capacities, Spectrum Generations is committed to providing accurate and timely information on the resources, products and services that are available to older and disabled adults for purchase and use. It is vitally important to Spectrum Generations that the businesses and providers, to which we refer consumers, are of the highest quality and they are committed to providing safe and dependable products and services.

By jointly signing with Spectrum Generations this *Commitment to Quality Service Agreement*, \_\_\_\_\_ joins our network of quality providers and agrees to provide, to the best of their knowledge, safe and dependable products and services for older and disabled adults in our community.

To be included in our network of quality providers \_\_\_\_\_ certifies the following regarding its business operations (circle Y for Yes or N for No):

- Employee background checks, when required by law, are performed and documented. **Y / N**
- Employees, as required by law and regulation, are trained and licensed/certified to perform the work for which they were contracted to accomplish, and the entity is insured. **Y / N**
- Your business values customer feedback and has a mechanism in place to handle customer concerns and complaints regarding satisfaction and use it to improve the quality of the business. **Y / N**

Inclusion in Spectrum Generations' **Aging in Place Service Provider Network List** means your business may be offered, but not exclusively, to consumers by Spectrum Generations Aging and Disability Resource Counselors and/or Care Coordinators as an Aging in Place solution to the needs of older and disabled adults. When consumers contact us looking for a specific product or service that you can provide, as a member of our business and provider network, we will be confident in referring them to \_\_\_\_\_. We reserve the right to remove business listings at our discretion.

Additionally, we will post the name of your business, contact information, and types of services and products you provide/sell on our website (you must provide this information through the form on p.2), a resource many consumers and their caregivers use to learn what products and services are available to help them live at home as long as possible. The posting on our website will inform consumers that your business is not a part of Spectrum Generations and we do not guarantee your work, the consumer is responsible to make financial agreements and complaints directly with your business.

\_\_\_\_\_  
Business Owner/Manager

\_\_\_\_\_  
CEO, Spectrum Generations

*Both parties shall to the fullest extent permitted by law, indemnify and hold each other, trustees, officers, employees, agents and insurers harmless from all damages, losses or expenses, including attorney fees from any claim.*

## Aging in Place Service Provider Network Information Form

\*All fields must be filled or write n/a. Information will be listed as you have written it here.\*

<b>Business Name</b>	
<b>Contact Person</b>	
<b>Business Address (Physical)</b>	
<b>Mailing Address (if different)</b>	
<b>Phone Number</b>	
<b>Fax Number</b>	
<b>Email</b>	
<b>Website</b>	
<b>County/Counties where services are provided (circle all that apply)</b>	Kennebec   Knox   Lincoln   Sagadahoc   Somerset   Waldo Cumberland (Brunswick/Harpswell only)
<b>Information about your business. (We reserve the right to edit this for space).</b>	

**Circle the (ONE) category from the list below which best describes your business:**

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                            |
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| Adult Day and Caregiver Respite<br>Alternative Health Practice<br>Antique Appraiser<br>Apartments (not subsidized; Agencies that manage)<br>Auditory Assistance (Audiologists, Hearing Aids etc.)<br>Auto Body Shops/Auto Repair<br>Beauty Salon<br>Burglar Alarms/Home Security Systems<br>Carpenters/General Contractors<br>Carpet and Rug Cleaning<br>Cell Phone Sales/Service<br>Chimney Building and Repair<br>Cleaning Services - Rugs/Carpets, Upholstery, Homes, etc)<br>Dentists<br>Denture Labs/Service | Driving Instruction<br>Elder Care Services<br>Electrician<br>Employment Agency<br>Exercise, Physical Fitness, and Personal Training<br>Financial Planning<br>Fire and Water Damage Restoration<br>Funeral Homes<br>Furnace Repair<br>Garbage Removal<br>Geriatric Care Management<br>Glass - Auto, Plate, Window<br>Handicapped-Accessible Vans<br>Heating Fuel Providers<br>Home Cleaners |
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Home Health Providers  
Home Modification and Renovations (Bathroom  
Remodels, Door Installation and Repair, Ramps)  
Home Organization  
HVAC Service and Maintenance  
Jewelers  
Kennels and Pet Boarding Services  
Locksmith  
Massage Therapy  
Oil Burners Service & Repair  
Optometrists, Eyeglasses  
Orthopedic and Orthotic Prosthetics

Oxygen and Durable Medical Equipment  
Painting Contractors  
Personal Emergency Response Units  
Plumbing Contractors  
Real Estate Agents  
Retirement Communities and Homes (private)  
Shipping Services (Packaging)  
Snow Removal  
Storage  
Transportation  
Web Design

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**When all information has been added, mail completed documents to:**

Spectrum Generations  
One Weston Court, Suite 109  
Augusta, ME 04330

ATTN: Aging in Place Provider Network