

POLICY NAME: Employee/Client Visits
Effective Date: January 1, 2018

Purpose

To protect the privacy of clients and employees; to assure consistent messaging with current and past clients; and to maintain good relations with current and past clients.

Procedure

It is the policy of Golden Bridges, Inc. owners/team lead to visit clients periodically after a move has been completed. In many instances we will see them in the halls or in their rooms at the senior community in which they reside.

It is reasonable to expect that our team members would also acknowledge them when in a senior community if they see them. We recognize that a relationship is built during the time spent with a client during a job and we appreciate our team members doing such. However, we ask that team members do not initiate contact beyond the job. This is for the protection of Golden Bridges as well as the team members.