



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:

- Employee background checks, when required by law, are performed and documented. _____ (yes)
- 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. _____ (yes)
- 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. _____ (yes)

Inclusion in Spectrum Generations business and provider network 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, 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.