

Collaborative Care Associates, LLC

An Introduction

CCA is a group of dedicated, skilled caregivers organized to provide high-quality personal care to home-dwelling individuals in need of assistance.

We are not an “agency”. We are individuals who have become mutually acquainted while working in rehabilitation institutions and have come to know, and have confidence in, one another’s skills, dedication, and personalities. We operate as individuals, contracting with the patient (or “client”) directly. Each client is free to meet with, and determine the suitability of, any caregiver we might suggest, and, where desirable, to decline to engage the suggested caregiver.

Acting as a coordinator for our association is Zachary Clark. Zack is a native of Beverly MA and has worked in several rehab facilities on the North Shore, at Salem Hospital, and for several private clients. Not only does Zack participate in hands-on care for our clients, he is the principal organizer, in which role he responds to inquiries by potential clients, meets with them to determine in some detail their needs, and outlines the possibilities (and any limitations) of the care that we might offer. If our capabilities, and the needs of the client, appear compatible, Zack seeks to match caregivers that are professionally and geographically appropriate and to introduce such candidates to clients in order that both parties have the opportunity

to become acquainted and come to a mutual understanding. Only after these steps will we agree with the client as to the precise terms and schedule of any agreement.

We hope this outline makes several points very clear:

- We are not, and do not represent ourselves to be, a home-care agency, although we believe we provide care of a quality at least as excellent as the best agencies of which we are aware
- We make every effort to determine, up front and in depth, that both we and our clients know what each expects of a relationship
- We are not nurses, and do not provide services which require nursing expertise, although we will make every effort to collaborate with, and support, any visiting nurses, therapists, etc., that may be part of the care plan.
- We enter agreements with clients with the intention to be part of client care until the need is completed. We recognize that there are clients who have relatively short-term needs, such as recovery after hip replacement, after which the need terminates. Other clients have a longer timeline, and it is our intention when we enter a relationship, that we will continue as long as the need persists. Of course, changes in the needs on either side (client or caregiver) of the relationship may change, and the arrangements may need modification, but we wish to be 100% consistent and dependable.

If anything in this outline is unclear, or needs elaboration, please ask for clarification. It is to everyone's interest to have as clear as possible an understanding of one another before proceeding.