

Care through Conversation Participant Terms and Conditions

When signing up yourself:

- I declare that I am an older adult or a caregiver of an older adult.
- I allow the information on this form to be used in statistical reports, which will NOT contain any information that could lead someone to identify me personally.
- I consent that my contact information can be given to a fully vetted TCAD volunteer.
- I will strive to answer phone calls from program staff or volunteers, if I miss a call, I will return their voicemail in a timely manner.
- I understand that failure to answer or return a call from three (3) separate consecutive call attempts from the program volunteer will result in a call from the program staff.
- I understand that if I fail to answer or return a call from the program staff, I may be removed from the program.
- I will, at all times, maintain an appropriate relationship with the volunteers and program staff that contact me. If I create a situation which makes the volunteers or staff uncomfortable and a complaint is filed, I may be removed from the program and may not be able to re-sign up. There are not appeal rights to be reinstated for this program if I removed due to a complaint.
- If I am removed from the program, I will be notified of program removal by email, if no email address is provided, I will be notified by the phone number provided.
- If I am removed due to no contact and would like to resign up, I can resubmit the online registration form at www.tn.gov/aging or by calling (615)253-4307.
- I understand that if I opted into the emergency and welfare service and if three failed attempts are made to contact me, the volunteer may reach out to my emergency contact to verify my safety.
- I understand that if I opted into the emergency and welfare service and two failed attempts are made to contact my emergency contact (if listed), the volunteer may contact local law enforcement to conduct a welfare check.
- I understand that I can lodge a complaint by contacting Ondria Stevenson at Ondria.M.Stevenson@tn.gov or (615)253-4549 in the event that I feel I am being discriminated against due to my race, creed, color, sex, age, or national origin.

When signing up someone else:

- I declare that the individual is an older adult or a caregiver of an older adult.
- I am responsible for making the individual aware of the terms and conditions I have agreed to on their behalf.
- I allow the information on this form to be used in statistical reports, which will NOT contain any information that could lead someone to identify me personally.
- I consent that this contact information can be given to a fully vetted TCAD volunteer
- I understand that the individual is expected to answer phone calls from program staff or volunteers, and if a call is missed, the individual will return their call or voicemail in a timely manner.
- I understand that if the individual fails to answer or return a call from three (3) separate consecutive call attempts from the program volunteer will result in a call from the program staff.
- I understand that if the individual fails to answer or return a call from the program staff, they may be removed from the program.

- I understand that the individual is expected to, at all times, maintain an appropriate relationship with the volunteers and program staff that contact me. If the individual creates a situation which makes the volunteers or staff uncomfortable and a complaint is filed, the individual may be removed from the program and may not be able to re-sign up. There are not appeal rights to be reinstated for this program if the individual is removed due to a complaint.
- If the individual is removed from the program, the individual will be notified of program removal by email, if no email address is provided, the individual will be notified by the phone number provided.
- If the individual is removed due to no contact and would like to resign up, they can resubmit the online registration form at www.tn.gov/aging or by calling (615)253-4307.
- I understand that if I opted the individual into the emergency and welfare service and if two failed attempts are made to contact the individual, the volunteer may reach out to the emergency contact to verify the individual's safety.
- I understand that if I opted the individual into the emergency and welfare service and two failed attempts are made to contact the emergency contact (if listed), the volunteer may contact local law enforcement to conduct a welfare check.
- I understand that the individual can lodge a complaint by contacting Ondria Stevenson at Ondria.M.Stevenson@tn.gov or (615)253-4549 in the event that the individual feels they are being discriminated against due to race, creed, color, sex, age, or national origin. *