

GUIDELINES FOR INCLUSION OR EXCLUSION ON THE NETWORK OF CARE OF THE PIKES PEAK REGION

Guidelines for the Inclusion or Exclusion of any service provider, whether nonprofit, not-for-profit, or for-profit, in the Network of Care for Seniors and People with Disabilities are as follows:

TERMS OF INCLUSION

1. Service providers, agencies, and private businesses (including: nonprofit, not-for-profit, and for profit), that provide a service or assistance to the senior residents and/or residents with disabilities, of the Pikes Peak Area community, their families and/or caregivers.
2. Any service provider, agency, or private business listed on the Network of Care for Seniors and People with Disabilities Website, must have any/all Federal, state, county or city licenses, certifications, insurance coverage, and/or permits that may be required by law for the service(s) or assistance they provide.
3. Any service provider, agency, or private business listed in the website directory, or requesting to be listed, that does not meet the above requirements, will be removed or declined to be listed on the Network of Care for Seniors and People with Disabilities.
4. All listings in the Network of Care for Seniors and People with Disabilities will be at the sole discretion of the PPACG/AAA
5. Requests for inclusion are submitted by completing the Agency Listing Form at <http://pikespeak.co.networkofcare.org/aging/services/add-correct.aspx> .
 - Submission of the Agency Listing Form does not guarantee inclusion in the website directory
 - PPACG/AAA reserves the right to edit the information submitted to meet formatting, guidelines, and/or space requirements
 - Final approval for any listing is based upon the review of the PPACG/AAA staff
 - PPACG/AAA staff will review Agency Listing information for accuracy and appropriateness
 - Any submitted profile that contains false, inaccurate, or misleading information will be removed from the directory
 - Inclusion within this site does not constitute or imply any endorsement by PPACG

- Inclusion within this site does not guarantee a referral for service by the Pikes Peak Area Council of Governments.

6. Network of Care for Seniors and People with Disabilities and the Senior Information and Assistance Directory, a.k.a. the Yellow Book

- All agencies listed in the ‘Senior Information and Assistance Directory’ a.k.a. the ‘Yellow Book’, must have a listing in the Network of Care for Seniors and People with Disabilities. However, inclusion within this site *does not* guarantee listing in the annually published Senior Information and Assistance Directory/Yellow Book
- PPACG/AAA will send out email blasts, at least one time each year to each agency listed in the Network of Care for Seniors and People with Disabilities website, *requesting each agency view their listing and update their information, including program information, hours of operation/location, contact information, etc...,if necessary.* The email will be sent to the primary contact on file for each agency/provider.
- Agency information that is not updated or found to be inaccurate for an extended amount of time may be removed from the Network of Care for Seniors and People with Disabilities website and subsequently, may be removed from the Senior Information and Assistance Directory, at the discretion of PPACG/AAA staff.

TERMS OF EXCLUSION

Any service provider, agency, or private business listed in the Network of Care for Seniors and People with Disabilities Directory, or requesting to be listed, that is found to meet any of the following will be excluded:

- Misrepresentation of itself or services
- Delivers illegal services
- Proselytizes as a condition of service
- Discriminates on the basis of race, color, national origin, sex, age, disability, religious beliefs, or sexual orientation
- Upon investigation by the appropriate agency (i.e. District Attorney’s Office of Consumer Affairs, Better Business Bureau, etc.) it is determined to lack the commonly accepted professional practices and standards to provide services.

Additionally, any for-profit providers, agencies, or private businesses that meet the following descriptions are excluded from consideration for being listed in either the Yellow Book or the Network of Care Seniors and People with Disabilities Directory:

- Sale, endorse or represent any type of insurance available for purchase to the public
- Employ directly or by contract (independent agent) representatives of any type of insurance available for purchase to the public
- Employ directly or by contract (independent agent), representatives that solicits or provides professional financial advice or planning, including estate planning, investments, Long Term Care Medicaid planning or other similar services.
- Are attorney's or in the employ of an attorney/group of attorney's that do not specifically offer reduced or low-cost or free services to the senior or disabled population, for services. Services include legal advice/counsel, representation or creating legal documents.

This policy is subject to change, to include additional services, at any time and at the sole discretion of the PPACG/Area Agency on Aging.

PPACG/AAA neither guarantees nor makes any representations as to the accuracy or completeness of the information found or included on the Network of Care for Seniors and People with Disabilities Website or its Service Directory. PPACG disclaims any and all responsibility and liability that may be asserted or claimed resulting from, or arising out of reliance upon the information presented in the directory.