AGING (ife CARE®
ASSOCIATION

The experts in aging well.

Code of Ethics and **Standards of Practice** for Aging Life Care Professionals®

Promoting and leading the community of Aging Life Care Professionals® through our unique knowledge base, continuing education, professional development, and the highest ethical practices.

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The National Association of Professional Geriatric Care Managers (NAPGCM) originally adopted these Standards in 1990 and a revised Code of Ethics in September 2010. On May 1, 2015, NAPGCM changed their name to Aging Life Care Association® (ALCA). The standards were most recently revised in January 2026.

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Introduction

Aging Life Care Professionals® have varied educational and professional backgrounds. They work with the client/client system to address the challenges of aging and/or disability.

An Aging Life Care management practice is defined as a company that is owned, employs, or contracts with one or more members or the Aging Life Care Association.

The Code of Ethics and Standards of Practice have been developed to guide Aging Life Care Professionals in their clinical and business practices. The ethical principles at the core of the Code of Ethics are the foundation for the Standards of Practice.

The Code of Ethics Provides:

Accountability to our Clients

The Code of Ethics acknowledges that Aging Life Care Professionals serve vulnerable populations. It defines our responsibility to maintain and promote the highest standards of practice and ethical behavior.

Accountability to the Public

The Code of Ethics sets a national standard for the professional practice of Aging Life Care™. It defines for the public the ethical responsibilities expected of ALCA's members and the organization's role in maintaining the highest standards of practice and promotion of ethical behavior.

Education of Aging Life Care Professionals®

The Aging Life Care Association (ALCA) recognizes the diverse experience and education of its members and the need for guidance in both clinical and business roles. The Code of Ethics and Standards of Practice were developed for this purpose. All Aging Life Care Professionals are expected to understand and follow the Code of Ethics and Standards of Practice.

A Framework for Analyzing and Resolving Ethical Dilemmas

The Code of Ethics offers a framework for ethical decision-making when conflicts arise in either clinical practice or business operations. It identifies the ethical principles to be considered.

Assistance in Reviewing Complaints

In ALCA's Professional Conduct Review Process, the Code of Ethics and Standards of Practice serve as the basis for assessing and resolving clinical and/or business practice complaints against ALCA members.

The Code: Ethical Principles and Standards of Practice Supporting these Principles

1. Integrity

An Aging Life Care Professional is honest, diligent, and accountable in the provision of service. An Aging Life Care Professional always acts in a manner that is consistent with the professional principles stated in this Code.

2. Loyalty and Responsibility

An Aging Life Care Professional is trustworthy and dependable in all aspects of both professional and business relationships. An Aging Life Care Professional maintains confidentiality, avoids conflicts of interest. When an Aging Life Care Professional is employed by, or affiliated with, a company, that company must uphold the ALCA Code of Ethics and Standards of Practice.

3. Promoting Benefit and Avoiding Harm

An Aging Life Care Professional promotes clients' interests, values, and welfare in order to maximize benefits and avoid harm. An Aging Life Care Professional is aware of potential conflicts that may arise when balancing the benefits and risks of interventions being considered. An Aging Life Care Professional strives to assure that clients' individual choices are maximized to the greatest extent possible.

4. Respect for Clients' Rights and Dignity

An Aging Life Care Professional treats clients with respect, as complete individuals with their own history, narrative, and unique cultural identity. An Aging Life Care Professional respects the rights of each client, including the right to privacy, and strives to balance client autonomy with the need for protection and safety.

5. Justice

An Aging Life Care Professional recognizes diversity in our society and embraces a multi-cultural approach to support the worth, dignity, potential, and uniqueness of each client.

An Aging Life Care Professional behaves in a just and fair way in all professional and business relationships. An Aging Life Care Professional does not promote or sanction any form of discrimination such as discrimination based on race, ethnicity, gender, religion, sexual orientation, national origin, disability, or socioeconomic status.

STANDARD 1 | Identifying the Client

Standard | The Aging Life Care Professional should identify who is the client and who are the members of the client system.

Rationale | Clients are part of complex systems and their needs must be considered in the context of their relationships.

GUIDELINES

A. The client is the person whose care needs have initiated the referral and should remain the focus of services.

B. The client may not necessarily be the person who makes the initial contact or the person responsible for payment for services.

C. All others affected by or who impact the client's care needs should be considered part of the "client system" and may include:

1. family members within and outside of the client's household,
2. formal and informal caregivers,
3. friends, neighbors, faith communities, and local agencies,
4. third parties with fiduciary responsibilities, for example guardians, conservators, trustees, powers of attorney, and health care surrogates,
5. other professionals, such as health care providers, attorneys, and/or
6. Aging Life Care Professionals.

D. In the event of conflicting or multiple needs within the client system (for example, two clients), it may not be possible for the Aging Life Care Professional to serve each client. The ALCP may consider consulting with or bringing in a second ALCP.

STANDARD 2 | Promoting Self- Determination

Standard | Aging Life Care Professionals should promote client self-determination as appropriate within the context of their situation.

Rationale | The Aging Life Care Professional has a responsibility to identify and articulate client wishes, values, and preferences so that these can be incorporated into the plan of care.

GUIDELINES

A. To the greatest extent possible, the Aging Life Care Professional should involve the client in decisions that impact their life.

B. The Aging Life Care Professional encourages the client to express their wishes, verbally or non-verbally.

C. The client's decisional capacity should be evaluated if it is in question.

D. If the client cannot make an informed decision, the Aging Life Care Professional should see that decisions are made by the person(s) with the legal authority to do so.

STANDARD 3 | Client Confidentiality

Standard | The Aging Life Care Professional should maintain client confidentiality.

Rationale | The Aging Life Care Professional frequently needs to share information with others. The Aging Life Care Professional utilizes knowledge of the client's physical and mental status, financial and legal affairs, and family and community supports to achieve maximum well-being for the client. Due diligence must be exercised at all times to protect the confidentiality of this information.

GUIDELINES

A. The Aging Life Care Professional should consider all information in client records confidential. This pertains to active and inactive clients as well as closed cases.

B. The Aging Life Care Professional should maintain a valid and current authorization to exchange information.

C. The Aging Life Care Professional should use discretion when sharing client information with others.

D. The Aging Life Care Professional should not disclose identifying information when discussing clients for teaching, training, or consultation purposes.

E. The Aging Life Care Professional should explain to the client or designated decision maker that confidentiality may be waived if the Aging Life Care Professional believes it is necessary to protect the client from harming self or others.

F. The Aging Life Care Professional has a responsibility to be familiar with, and abide by, all applicable state and federal laws and regulations regarding confidentiality and the client's right to privacy.

G. The Aging Life Care Professional has a responsibility to abide by laws and regulations regarding the reporting of abuse, neglect, and/or exploitation of vulnerable persons.

STANDARD 4 | Communication Technology and Practice

Standard | The Aging Life Care Professional should take precautions to mitigate the inherent risk of using electronic communications.

Rationale | Technology has enhanced the ability of the Aging Life Care Professional to communicate with clients and client systems. The use of communication technologies presents challenges for the client and the Aging Life Care Professional.

GUIDELINES

A. The Aging Life Care Professional needs to be sensitive to privacy concerns when interacting with clients/client systems on electronic and digital communication platforms.

B. The Aging Life Care Professional should take steps to maintain the privacy of all parties by being mindful of the environment in which the communication takes place.

C. The Aging Life Care Professional and client/client system should discuss the pros and cons of various communication options in order to determine the preferred method for their particular situation.

D. The Aging Life Care Professional should exercise caution when sending electronic information (e.g., having the correct e-mail address or fax number) and recognize the possibility of information inadvertently being misdirected.

E. The Aging Life Care Professional should practice in a manner consistent with state regulations and agency policies regarding electronic communications.

STANDARD 5 | Monitoring Technology and Practice

Standard | The Aging Life Care Professional should consider the benefits, risks, and implications of using monitoring technology as part of the care plan.

Rationale | Technology used to monitor clients presents ethical and practical challenges related to privacy and informed consent.

GUIDELINES

A. Monitoring technologies may include but are not limited to: cameras, listening devices, movement sensors, fall detectors, and/or artificial intelligence apps/devices.

B. The Aging Life Care Professional should inquire whether there are monitoring technologies in place.

C. The Aging Life Care Professional should balance the client's right to privacy with their need for safety when recommending the use of technology.

D. The Aging Life Care Professional should obtain informed consent from the client or the client's legal decision-maker prior to implementing monitoring technology.

E. The Aging Life Care Professional should advise the client, client decision-maker, or family system regarding the need to notify care providers about monitoring technology.

F. If the Aging Life Care Professional is monitoring the device, they should define and communicate the extent of their responsibility and establish response protocols.

G. The Aging Life Care Professional should be aware of state laws regarding the use of monitoring devices.

H. The Aging Life Care Professional should strive to stay current on technology advancements.

STANDARD 6 | Use of Social Media

Standard | The Aging Life Care Professional should understand the benefits and risks of participating on social media platforms.

Rationale | Social media offers opportunities for professional networking, profile enhancement, and sharing expertise. However, the use of social media carries the risks of conflict of interest, inappropriate self-disclosure, and the violation of privacy, confidentiality, and professional boundaries.

GUIDELINES

A. The Aging Life Care Professional should differentiate between one's personal and professional activity on social media.

B. The Aging Life Care Professional should be mindful of how one's online presence reflects on one's professional image.

C. The Aging Life Care Professional should bear in mind that any exchange of information may extend beyond the intended circle of contacts.

D. The Aging Life Care Professional should be aware of state laws and regulations regarding social media.

STANDARD 7 | Recognition of the Aging Life Care Professional's Personal Values and Beliefs

Standard | The Aging Life Care Professional should have a conscious awareness of personal values and beliefs and how these impact their practice.

Rationale | Personal awareness is necessary to provide objective professional services.

GUIDELINES

A. The Aging Life Care Professional should be cognizant of their personal and professional value system and beliefs through a continuous process of self-reflection and/or case consultation.

B. If the client's wishes and preferences conflict with the professional judgment and values of the Aging Life Care Professional, this should be acknowledged and a solution sought.

C. The Aging Life Care Professional may refuse to accept a new case or continue in a case if the Aging Life Care Professional believes that remaining in the situation would require compromising their own values or beliefs. The Aging Life Care Professional can terminate their involvement consistent with the Standard on Termination of Service.

STANDARD 8 | Maintaining Professional Boundaries

Standard | The Aging Life Care Professional should maintain appropriate boundaries in relationships with clients/client systems.

Rationale | The Aging Life Care Professional should be aware of the power imbalance within the relationship when working with clients/client systems.

GUIDELINES

A. The Aging Life Care Professional should avoid actions that take or appear to take advantage of clients/client systems for personal and/or financial gain.

B. The Aging Life Care Professional should consider the risks of entering into a dual relationship in which the Aging Life Care Professional's effectiveness or objectivity might be compromised. A dual relationship exists when providers establish multiple roles with clients/client systems, whether professional, personal, or business.

C. The Aging Life Care Professional should be mindful of how the giving or receiving of gifts may affect the professional relationship and be sensitive to cultural dynamics related to gifting.

D. The Aging Life Care Professional should never engage in sexual behaviors with the client and/or members of the client system.

E. The Aging Life Care Professional should consider seeking consultation or supervision when needed.

STANDARD 9 | Continuity of Service

Standard | The Aging Life Care Professional should prepare for practice coverage in the event of an absence which may be temporary or permanent.

Rationale | Clients and families rely on the availability of the Aging Life Care Professional.

GUIDELINES

A. Plans should be in place to address circumstances that may interrupt the delivery of Aging Life Care Professional services such as:

   1. anticipated absences including vacation, scheduled leave, or change in employment status,
   2. unanticipated absences including personal medical situations, family emergencies, disability, or death.

B. In the event of any interruption, the Aging Life Care Professional or a designated person should communicate the plan for continuity of services to the client/client system.

STANDARD 10 | Termination of Service

Standard | Termination of the Aging Life Care relationship should be handled in a professional and ethical manner with consideration given to the unique circumstances of the client/client system.

Rationale | Relationships between the Aging Life Care Professional and clients are terminated for a variety of reasons. The termination process may pose emotional or practical challenges for the client, the client system, and/or the Aging Life Care Professional.

GUIDELINES

A. When there is a termination for any reason, the needs of the client are central to the process. The Aging Life Care Professional should be sensitive to the impact of the termination and take reasonable steps to facilitate client access to needed support and services.

B. The client should be notified in writing of alternative services when an Aging Life Care Professional:

1. closes or sells their practice,
2. retires or changes jobs,
3. moves out of the area, and/or
4. recognizes that the client requires different expertise.

C. There are circumstances when services may be ethically terminated without advance notice. Examples may include, but are not limited to:

1. the client and/or client system violates a contractual agreement,
2. the client and/or client system files a lawsuit and/or an official complaint against the Aging Life Care Professional or the Aging Life Care practice,
3. the Aging Life Care Professional has a reasonable concern that their safety may be at risk, and/or
4. the client and/or client system is verbally abusive or making unreasonable demands.

D. If an Aging Life Care Professional voluntarily leaves employment and will continue to provide Aging Life Care services in a different setting, they have a responsibility to:

1. work with their employer to develop a transition plan that is in the best interest of the client, and/or
2. consult their employee handbook, code of conduct, or contract.

STANDARD 10 | Termination of Service

E. If an Aging Life Care Professional's employment is terminated:

1. It is the responsibility of the employer to communicate with clients and/or client systems and to manage the transition.
2. In complex situations, the Aging Life Care Professional is encouraged to seek consultation regarding legal and/or clinical issues.

STANDARD 11 | Explanation of Role

Standard | The Aging Life Care Professional should provide a clear and comprehensive explanation of their role, responsibilities, and scope of practice to clients and the client system.

Rationale | The client and client system should have realistic expectations of the services being provided in order to establish a productive working relationship.

GUIDELINES

A. The Aging Life Care Professional should offer only services for which one has the skills, knowledge, and training.

B. The Aging Life Care Professional should determine the scope of service that will be provided.

C. The Aging Life Care Professional should provide clear ongoing communication about the roles, responsibilities, and scope of practice with the client and client system.

D. The Aging Life Care Professional should carefully consider requests for services to be provided to the client that are outside of the customary scope of practice, e.g. social outings, meal preparation, etc. The Aging Life Care Professional should be able to document how these requests are part of the care plan and benefit the client.

E. The Aging Life Care Professional should refer clients to other professionals as needed.

STANDARD 12 | Plan of Care

Standard | The Aging Life Care Professional strives to provide quality care using a personalized care plan developed in consultation with the client and/or client system.

Rationale | The care plan guides the actions and defines the role of the Aging Life Care Professional.

GUIDELINES

A. The care plan should be a result of collaboration between the Aging Life Care Professional and the client and/or client system.

B. The care plan should be based on an individualized assessment conducted by the Aging Life Care Professional.

C. The care plan should address the needs, values, and preferences of the client and/or the client system.

D. The care plan should be consistent with the client's circumstances.

E. The care plan should be responsive to changing needs and circumstances and revise when indicated.

F. The care plan should address the client's potential needs during natural disasters and/or other emergencies.

G. The care plan should be reviewed with the client and/or responsible party and documented in the client record.

STANDARD 13 | Client Records

Standard | The Aging Life Care Professional should maintain client records.

Rationale | The purpose of the client record is to document services provided to the client and/or client system and to facilitate the ongoing delivery of such services.

GUIDELINES

A. The Aging Life Care Professional should accurately document interventions on behalf of the client.

B. Client records should be stored responsibly with consideration to security, data back up, and disaster recovery.

C. Following the termination of services, the Aging Life Care Professional should retain records to allow for future access. Record retention periods may be dictated by statutes and/or licensing requirements. Where there is no specific statute, common practice is to retain records for at least seven years post termination.

D. The Aging Life Care Professional may consider consulting with legal counsel if they have questions regarding the release of records.

STANDARD 14 | Educating Clients about Home Care Options

Standard | The Aging Life Care Professional should be knowledgeable about paid home care options.

Rationale | The client relies on the expertise of the Aging Life Care Professional to understand the range of home care options and the risks and benefits of each.

GUIDELINES

A. The Aging Life Care Professional should clarify their roles and responsibilities with respect to their interactions with paid caregivers (including agency-based and independent providers) and communicate the same to the client and/or the client system.

B. When the Aging Life Care Professional is aware that the client has hired, or is considering hiring, an independent caregiver, the Aging Life Care Professional should encourage the client and/or the client system to consult with a qualified professional (e.g. attorney, accountant, and/or payroll specialist).

C. In considering home care options, the Aging Life Care Professional, the client, and/or the client system should consider the potential impact of Federal and State employment and labor laws.

STANDARD 15 | Undertaking Decision-Making Authority

Standard | The Aging Life Care Professional should exercise extreme caution when accepting decision-making authority on behalf of a client. Decision-making authority may include, but is not limited to, healthcare decisions and financial management.

Rationale | When the Aging Life Care Professional becomes a legally appointed decision-maker, their role changes from one of an advisor to that of a responsible party. Continuing in both roles represents an inherent conflict of interest.

GUIDELINES

A. An Aging Life Care Professional who is the decision-maker should clearly differentiate between the decision-making role and the care management role.

B. The Aging Life Care Professional should establish safeguards to manage the conflict of interest in this dual relationship (see Standard "Maintaining Professional Boundaries").

C. The Aging Life Care Professional should have written documentation of the legal authority granted.

D. The Aging Life Care Professional who becomes a decision-maker should review the National Guardianship Association Standards of Practice (see www.guardianship.org/documents/Standards_of_Practice.pdf).

E. In accepting the role of decision-maker for the client, the Aging Life Care Professional has the responsibility to represent the client's wishes to the greatest extent possible (see Standard "Promoting Self Determination").

F. The Aging Life Care Professional should avoid, where possible, self-payment. If there is no alternative other than to assist the client to pay for services provided by the Aging Life Care Professional and/or their company, it is recommended that a third party provide oversight for these transactions.

G. The Aging Life Care Professional should know and comply with relevant State and Federal laws and statutes.

H. Examples of authority include, but are not limited to:

1. Guardianship / Conservatorship,
2. Health Care Surrogacy / Health Care Proxy / Health Care Power of Attorney,
3. Financial Power of Attorney,
4. Representative Payee, and
5. other similar authority.

STANDARD 16 | Working with Clients under Court Jurisdiction

Standard | The Aging Life Care Professional working with clients under court jurisdiction is obligated to operate within the court system while adhering to ALCA's Standards and Ethics.

Rationale | Providing services to clients under court jurisdiction adds a layer of complexity and potential for conflict since each of the stakeholders have their own professional or personal perspectives. The client and/or family may also feel a loss of control as the court is the final decision-making authority.

GUIDELINES

A. The client is the person whom the court has determined to be in need of protection.

B. The client system may include but is not limited to:
   1. Judge and/or Court Representative,
   2. Guardians and/or Conservators,
   3. Attorneys and/or guardians ad litem,
   4. Family and/or informal support system,
   5. Healthcare Providers, and
   6. Adult Protective Services.

C. The Aging Life Care Professional should strive to understand and articulate their roles and responsibilities and clarify expectations within the context of the legal and client systems while continuing to follow our Code of Ethics and Standards of Practice.

D. The Aging Life Care Professional should advocate for the client and communicate frequently with the legal decision maker(s).

E. The Aging Life Care Professional should collaborate with the legal decision maker(s) to identify and address potential challenges to service which may include, but are not limited to:
   1. complex dynamics or potential conflicts in the client system,
   2. availability of, access to, or control of financial resources,
   3. ongoing legal disputes, and/or
   4. lack of appropriate and available care options.

F. In consultation with the legal decision maker(s), the Aging Life Care Professional should determine when and how to reach out to the client's support system.

G. If the situation becomes untenable the Aging Life Care Professional should notify the legal decision maker of intent to terminate. (See Standard 9)

STANDARD 17 | Continuing Education

Standard | The Aging Life Care Professional should participate in continuing education.

Rationale | Continuing education enhances professional knowledge and skills and encourages the Aging Life Care Professional to stay abreast of evolving theoretical and clinical best practices.

GUIDELINES

A. Continuing education is a self-directed process, which requires the Aging Life Care Professional to assume responsibility for their own professional development.

B. Continuing education can include:

1. attendance at conferences, workshops, and seminars,
2. participation in webinars and self-study programs,
3. reading professional literature, and/or
4. developing and presenting educational materials and programs.

C. The Aging Life Care Professional should be cognizant of the requirements of their professional licenses and/or certifications.

STANDARD 18 | Consultation

Standard | The Aging Life Care Professional should utilize consultation on an ongoing basis.

Rationale | Consultation enhances professional practice.

GUIDELINES

A. Consultation benefits the Aging Life Care Professional by providing guidance and support in dealing with challenges such as:

   1. working with complex situations,
   2. managing client/client system crisis,
   3. identifying and resolving ethical dilemmas, and/or
   4. developing cultural competence.

B. Consultation may be provided by ALCA colleagues or other professionals.

C. Consultation can take a variety of forms including:

   1. in person meetings,
   2. telephonic and/or video conferencing, and/or
   3. peer case review/peer case conference.

D. Listserv discussion does not constitute consultation.

E. Consultation is not supervision. Formal supervision may be needed for licensure or certification.

STANDARD 19 | Certification

Standard | Members in the Advanced category are required to meet the membership criteria and to hold one of the ALCA-approved certifications.

Rationale | Due to the varied backgrounds of members, certification is an independent method of verifying a basic level of professional practice. Certification provides the public with an objective criterion to evaluate Aging Life Care Professionals before they engage their services.

GUIDELINE

The Aging Life Care Professional should be certified according to those certifications endorsed by ALCA.

STANDARD 20 | Fees for Service

Standard | All fees for Aging Life Care services are to be stated in written form and discussed with the person accepting responsibility for payment.

Rationale | Billing is an integral part of the professional practice of Aging Life Care. When billing issues arise, they may be an expression of the client's feeling that expectations were not met. To help manage expectations and prevent any misunderstandings regarding fees and services, billing practices should be provided and agreed to in writing.

GUIDELINES

A. Prior to the initial meeting, the Aging Life Care Professional should clearly explain, verbally and in writing, the terms and conditions of Aging Life Care services to the responsible party. This should include the cost of services and billing practices. If time does not allow for this, then all information should be verbally presented and followed up in writing.

B. The Aging Life Care Professional should have a signed agreement for all services, even if it is for consultation only. The signed agreement should specify the scope of services to be provided. The signed agreement also should address and clearly communicate terms with respect to:

   1. Fee structure and rates:
      a. e.g., hourly, monthly package, etc.,
      b. out of pocket expenses and purchases made on behalf of clients,
      c. charges for written and verbal communication,
      d. travel time and/or mileage expenses,
      e. fees for consultations, assessments and/or follow-up services,
   2. Payment terms:
      a. retainers/deposits,
      b. frequency of invoicing, and
      c. late fee policy.

C. Invoices should be sent in a timely manner consistent with the terms of the service agreement and should be clearly itemized.

D. Service agreements should be reviewed and updated periodically or as client circumstances change. These may include changes in fees/rates, responsible parties, or capacity of the payer or responsible party.

E. A client with an established relationship with an Aging Life Care Professional, but who can no longer pay for services, should not be abandoned. If it appears that Aging Life Care services are not affordable, the Aging Life Care Professional should offer referrals to resources consistent with the client situation so that the client's needs continue to be met.

STANDARD 21 | Advertising and Marketing

Standard | Advertising and marketing of services should be conducted with honesty, accuracy, and integrity.

Rationale | The Aging Life Care Professional has a responsibility to clearly communicate the nature of Aging Life Care and their areas of expertise in order to establish realistic expectations.

GUIDELINES

A. Advertising and marketing is any printed, verbal, or electronic communication to the public.

B. Statements in advertising and marketing material regarding the Aging Life Care Professional's qualifications, expertise, or agency business practices should be truthful and not misleading.

C. Any representation of backgrounds, affiliations, or credentials made by the Aging Life Care Professional should be accurate and current.

D. Only the individual who is the member of ALCA may advertise that membership.

E. Use of the ALCA logo shall be in accordance with current policy.

STANDARD 22 | Disclosure of Relationships with Service Providers

Standard | The Aging Life Care Professional should act with transparency and objectivity when making any recommendations for services in order to avoid an actual, or perceived, conflict of interest.

Rationale | Clients rely on Aging Life Care Professionals to provide them with reliable and objective information about resources.

GUIDELINES

A. Referrals made by an Aging Life Care Professional, must be based solely on the best interests of the client. This includes both referrals made to outside providers and those made internally within an Aging Life Care practice.

B. When the Aging Life Care Professional has a relationship with a recommended entity, they should provide the client with specific information regarding the nature of the relationship and offer alternative choices.

   Relationships to be disclosed might include but are not limited to:

   1. business involvement such as owner, investor, or Board Member,
   2. personal relationships such as a relative or friend,
   3. professional colleague or employee, and/or
   4. any business or financial relationship with a recommended resource.

STANDARD 23 | Prohibition on Referral Fees and Fee Splitting

Standard | The Aging Life Care Professional shall not participate in the practice of accepting or giving referral fees, fee splitting, kickbacks, or other similar arrangements in exchange for client referrals.

Rationale | These practices may compromise the objectivity of the Aging Life Care Professional and/or create the appearance of impropriety.

GUIDELINES

A. This prohibition applies to both direct monetary payments and indirect benefits, for example: large gifts, discounts or favors. Small gifts of appreciation are acceptable.

B. If an Aging Life Care Professional has a direct or indirect ownership interest in or is financially involved with a separate business[1] that accepts or offers referral fees, fee splitting, kickbacks, or other similar arrangements, that business and the Aging Life Care practice shall be operated independently and separately[2] from each other.

1 For example, placement, homecare, home health, technology, home adaptation systems

2 For example, no shared employees, no shared websites, no website links, dissimilar company names, independent advertising.

STANDARD 24 | Emergency Preparedness for the Aging Life Care Practice

Standard | Each Aging Life Care practice, no matter the size, should have a plan in place to address potential business disruptions.

Rationale | Circumstances beyond the control of the Aging Life Care Professional may arise which impact the functioning of the business.

GUIDELINES

A. Aging Life Care Professionals should plan for business interruptions due to a variety of reasons including, but not limited, to:

1. technology failure,
2. power outages,
3. natural disasters, and
4. specific threats unique to location.

B. In developing the plan Aging Life Care Professionals should consider:

1. backup of data,
2. access to key client and business information,
3. multiple communication modalities to notify clients and client systems of business status such as email, texting, social media, websites, and local media outlet, and
4. maintaining current contact information for all staff.

C. The Aging Life Care Professional should have knowledge of local emergency management resources.

AGING (ife CARE®
ASSOCIATION

The experts in aging well.

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