Kindness Initiative

Service Provider Standards & Expectations

Kindness Initiative ("KI") partners with trusted service providers to assist Members who require professional, financial, legal, health, or other specialized services.

Providers referred by KI play an important role in supporting individuals and families during times of need. Accordingly, KI expects all service providers to meet the following standards of professionalism, responsiveness, and care.

1. Commitment to Dignity and Respect

Service providers must treat all KI Members with dignity, kindness, and compassion. Members may be experiencing sensitive personal, financial, or family challenges, and providers are expected to:

- Demonstrate empathy and patience
- Maintain a non-judgmental approach
- Respect cultural and religious sensitivities
- Communicate in a manner that preserves the Member's dignity

2. Professionalism and Quality of Service

Service providers are expected to deliver services consistent with the standards of their profession. Providers should:

- Maintain all required professional licenses or certifications
- Provide accurate, competent, and ethical professional advice or services
- Clearly explain services, processes, and expectations to Members
- Avoid conflicts of interest or situations that could compromise professional judgment

3. Responsiveness and Communication

Timely communication is critical to effective support. Service providers should:

- Respond to Member inquiries within a reasonable timeframe
- Schedule appointments or consultations promptly when possible
- Clearly communicate next steps and expected timelines
- Inform the Member and/or KI case manager if significant delays or barriers arise

4. Confidentiality and Privacy

Protecting Member confidentiality is essential. Service providers must:

- Maintain strict confidentiality regarding Member information
- Comply with applicable privacy laws and professional confidentiality standards
- Avoid sharing Member information with third parties without proper consent
- Ensure that documents, communications, and records are handled securely

5. Transparency and Ethical Conduct

Service providers must act with transparency and integrity when working with KI Members. Providers should:

- Clearly disclose any fees, costs, or financial arrangements in advance
- Avoid unnecessary services or costs
- Provide honest and accurate information about available options
- Conduct all interactions ethically and in accordance with professional standards

6. Coordination with Kindness Initiative

KI case managers may coordinate services to ensure Members receive appropriate support. Service providers are expected to:

- Cooperate with KI case managers when appropriate
- Provide general feedback regarding service progress when authorized by the Member
- Notify KI if services cannot be provided or if additional resources may be required

7. Commitment to Continuous Improvement

Kindness Initiative seeks to maintain a network of high-quality service providers. Accordingly:

- KI Members may periodically be asked to provide feedback regarding their experience.
- KI may review feedback to assess service quality and member satisfaction.
- Providers who consistently meet KI standards will remain part of the referral network.

8. Alignment with the Mission of Kindness Initiative

Service providers referred by KI are partners in supporting vulnerable members of the community. Providers are expected to approach their work with:

- Compassion
- Integrity
- Professional excellence
- Respect for the mission and values of Kindness Initiative

Kindness Initiative retains discretion to discontinue referrals to any provider who does not consistently meet these standards.