

# Terms of Engagement



## Our Service

- Eema Care is a free, confidential, impartial and non-judgemental service.
- We work in partnership with you to empower you.
- When appropriate, we will always recommend that you seek the assistance of another more appropriate provider, who may charge a fee for their service, which you will be able to ask about at the outset.
- Alternatively, Eema Care may signpost or refer you to another organisation better placed to assist you.
- Once a caseworker has been allocated to you, she will contact you to arrange first 'in person, or phone meeting'.
- We treat everyone with dignity and respect and expect clients to treat us in the same way.
- We record and store your information in line with GDPR. It enables us to help you.
- You are advised to check up any advice we give you with regulated bodies e.g. accountants and solicitors, as we are not able to take legal responsibility for our advice.

## Hours of operation

Our office hours are 9.00am – 5pm Monday to Thursday and 9.30am – 2pm on Friday, other than bank holidays and religious festivals. We operate a 24-hour answerphone service, so if we are not available when you call, please leave a message and we will respond as soon as possible, often within the hour.

## To help you we often need:

- All relevant paperwork including any correspondence.
- Your availability for scheduled appointments.
- For you to keep us up to date with new information.
- The disclosure of all relevant facts and details as the more we have the more we can help.
- Everything is held in the strictest confidence and is not shared with anyone without your permission.

## Termination

You may withdraw from our services at any time. On occasion, we may need to withdraw our help, if, for example, there is a conflict of interest or any other reason which prevents us from continuing. In these circumstances we will notify you as soon as we can. Please be advised that there are certain circumstances in which we are unable to disclose reasons for our withdrawal.

## Sharing your information

We may sometimes ask to share your information with other agencies or organisations solely for the purposes of helping you. We will not do so without your express permission.

## Privacy policy

A copy of our Privacy Policy can be found on our website. If you would like a printed copy, please ask your caseworker.

## Donations

Eema Care is a project of Chabad Lubavitch; a charitable organisation. Clients services are provided free of charge. We rely entirely on donations and grants to help with running costs.

Donation information is on our website

[www.eemacare.uk](http://www.eemacare.uk)

Alternatively, you can donate directly to:

Chabad Lubavitch  
Royal Bank of Scotland  
Account number 10244926  
Sort code 161211  
Reference: Eema Care

Eema Care is a project of Chabad Lubavitch Registered Charity 1128933

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