

# The Smile Care Agency Community Commitment

Our Shared Promise



# The Smile Care Agency Community Commitment:

## Our Shared Promise

We're so glad you're here. More than just a website, we're building a vibrant community where finding, giving, and receiving care feels positive, supportive, and genuinely human.

Whether you're looking for a caring hand for someone you love, or you're a dedicated carer ready to make a difference, you are absolutely at the heart of everything we do.

We know that care touches the most personal parts of our lives—our health, our homes, our families. That's why trust isn't just a nice-to-have; it's everything. This document isn't a long, boring rulebook. Think of it as **our shared promise**—a friendly guide on how we all agree to treat each other within our Smile Care Agency family.

By joining us, you're saying "yes" to these values, and together, we make care a reason to **SMILE**.

### How We Work Together: Simply Put

At Smile Care Agency, we see ourselves as your friendly bridge.

- **We connect hearts:** We use smart technology and a sprinkle of human intuition to introduce wonderful, independent carers to those who need their support.
- **You build the bond:** The real magic happens when you (the care seeker) and your chosen carer connect and build a direct relationship, setting the scene for great care.

We're here to take care of the clever matching, the important background checks, and the secure payments, so you can pour all your energy into what truly matters: the meaningful care relationship itself.

### Keeping Payments Simple & Safe: No Awkward Moments!

Let's talk about money. We know it can sometimes feel a bit awkward, so we've designed our payment system to be super clear, secure, and stress-free for everyone.

**Our "No Cash, Please" Guideline:**

For all care services arranged through Smile Care Agency, every payment goes through our secure platform.

This means no fumbling for cash, no writing cheques, and no direct bank transfers between care seekers and carers for services booked here. We've teamed up with **Stripe**, a globally trusted payment system, to handle everything with the highest level of security.

### **Why is this so important? It's about protecting you!**

By keeping all transactions on our platform, we create a secure space for everyone:

- **For Our Families (Care Seekers):** Your peace of mind is paramount. Your payment details are safely encrypted, you'll always have a clear digital record of what you've paid, and you won't have to worry about cash on hand. It's just simple, straightforward, and safe.
- **For Our Carers (The "Smilers"):** You deserve to be paid promptly and reliably for your invaluable work. With us, you never have to chase invoices or have uncomfortable money conversations. You focus on giving great care, and we make sure your earnings are protected and transferred directly to you.

### **A Special Note: Keeping Connections Within Our "Smile Circle"**

Our platform offers a wonderful network of safety features—things like our vetting process, some insurance structures, secure payments, and our support if a wobble occurs. These are all here to protect *you*, and they only work when your care arrangements happen *through* Smile Care Agency.

#### **Your "*Stay Connected*" Promise:**

We completely understand that incredible bonds form. If a care seeker and a carer connect through us and wish to explore a more permanent employment arrangement, that's wonderful, and we're here to help!

**However, please don't try to go "*off-platform*" by setting up direct employment or private payment arrangements on your own, without our involvement.**

#### **Why this matters so much:**

When you step outside our guided process, you step outside our safety net. We genuinely can't provide vetting assurances, guarantee payment, or offer our full support if something goes wrong in arrangements made independently.

Smile Care Agency simply cannot, and will not, be held responsible for any incidents, care quality issues, or financial disagreements that happen when care is arranged or paid for outside our official platform and process.

## **If you'd like to explore direct employment:**

Fantastic! We'd love to assist you. Just reach out to the friendly team at Smile Care Agency offices. We have a clear and supportive process to help both care seekers and carers explore a direct employment model, ensuring all legalities, protections, and smooth transitions are managed properly. This way, everyone stays protected, and the new arrangement starts on the right foot.

## **What happens if the process is bypassed?**

Because taking care off-platform without our guidance compromises the safety and trust that underpins our entire community (and leaves both parties vulnerable), we take this very seriously. *“If we discover that a carer and care seeker have moved to a direct arrangement without first involving and guiding through our Smile Care Agency process, both profiles will, unfortunately, be immediately and permanently removed from our platform”*. We do this to uphold the integrity and safety of our entire community.

## **Our Golden Rule: Kindness and Respect, Always**

Beyond all the practical details, there's one simple truth that applies to absolutely everyone here:

**Every single interaction within the Smile Care Agency community must be built on a foundation of respect, dignity, and kindness.**

We're a welcoming and inclusive family. There's absolutely no room for discrimination, harassment, bullying, or any form of unkindness—whether it's about someone's background, age, gender, beliefs, or just plain rudeness.

Let's always remember we're here to support and uplift each other.

## **For Our Amazing Carers (Our "Smilers")**

You are truly the heart and soul of this community. You're independent professionals, running your own wonderful care businesses, and we want to see you shine!

### **Your Promise as a Carer:**

1. **Be Your Authentic Self:** Your profile is your professional calling card! Only highlight skills, qualifications, and experiences you genuinely hold. When you accept a booking, you're confidently saying, "Yes, I can meet these needs brilliantly!"
2. **Reliability Builds Trust:** Families are placing immense trust in you. Being on time, every time, is super important. If life throws a curveball (it happens to us all!), please communicate immediately and with empathy.
3. **Professional with a Smile:** As a self-employed professional, you're running your own show. Dress smartly, maintain professional boundaries, and always keep

client information private. But never forget the "Smile" in Smile Care Agency—bring your warmth, compassion, and positive spirit to every interaction.

4. **Safety First, Always:** Your safety and the safety of those you care for is paramount. Please always follow best practices for things like safe moving and handling, hygiene, and medication support.
5. **Your Business, Your Success:** As an independent professional, you're responsible for managing your own taxes and ensuring you have any personal insurance required beyond what our platform might offer. We're here to support your success!

## For Our Valued Care Seekers (Families & Individuals)

We know that inviting someone into your home and life is a huge step, filled with trust and hope. We're dedicated to making that journey safe, reassuring, and positive.

### Your Promise as a Care Seeker:

1. **Honesty Helps Us Find Your Perfect Match:** When creating your care profile, please be as open and detailed as possible about the needs, daily routines, and home environment. The more we know, the better we can help you find that truly special connection.
2. **A Safe and Welcoming Space:** Please ensure the carer has a safe and comfortable environment to work in. This includes everything from a structurally sound home to managing pets and ensuring any necessary equipment (like a hoist) is in good working order.
3. **Respect the Professional:** The carers on our platform are skilled, dedicated professionals. Please value their expertise, their time, and their boundaries. They're here to support you with their specialized skills, not to be treated as direct employees (unless you follow our direct employment process!).
4. **Fairness and Promptness:** Your carer's hard work deserves fair compensation. Please ensure that agreed-upon tasks are reasonable and that you promptly authorize completed shifts through the platform so your carer can be paid without delay.

## Our Shared Commitment: Keeping Everyone Safe

Safety is something we all work on together.

- **Our Part:** We go the extra mile to vet our carers. This includes thorough background checks, identity verification, and thoughtful interview screenings before they ever join the Smile community.
- **Your Part:** If something ever feels off or raises a concern, please don't hesitate to speak up! If a carer seems unsure about a task, or if an environment feels unsafe, reach out to us immediately. We're here to support you and have your back.

## Chatting & Changing Plans (Communication & Cancellations)

Great care thrives on great communication. Please use our platform's messaging tools—it helps us keep everything clear and support you better if any misunderstandings pop up.

We totally get that plans can change! Life happens. However, last-minute cancellations (from either carers or seekers) can really disrupt lives and erode trust. If you need to change a booking, please give as much notice as you possibly can. We appreciate your consideration! *See our Terms & Conditions*

## If Things Get a Little Bumpy

We always hope for perfect matches, but human relationships are wonderfully complex!

If a little disagreement crops up, we encourage you to first try and chat it through calmly and respectfully. If that's not quite working, Smile Care Agency is here to help mediate. We'll listen carefully to both sides and help find a fair and friendly resolution, guided by these community commitments.

## A Heartfelt Thank You!

Thank you, from the bottom of our hearts, for choosing to be a part of the Smile Care Agency community. By living these shared values, you're helping us create a truly special place where carers feel valued, and families feel genuinely supported and understood.

Together, let's make care a reason to smile, every single day!