



**EQUITY**  
**CARE**  
GLOBAL

**PRIVACY POLICY**

**RULES & REGULATION**  
GUIDING EQUITY CARE GLOBAL

**CHAIN OF COMMAND**

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## INTRODUCING EQUITY CARE GLOBAL

Equity Care global ltd is a home care agency in Nigeria dedicated to enhancing the quality of life for our client and families at the comfort of their home.

EquityCare Global was licensed in 2023 by the Federal Republic of Nigeria. We operate in all 36 state including FCT – Abuja.

Equity Care Global was established by Emmanuel Adebayo and Bunmi Oladele - Director at Equity Care Global).

## RULES AND REGULATIONS GUIDING EQUITY CARE GLOBAL

This privacy policy outlines how we collect, use and protect your personal information. By using our services, you agree to the terms of this policy.

### GENERAL RULES AND REGULATIONS

#### 1. Information We Collect

We collect personal information such as names, contact details, medical history, and other relevant details for the purpose of providing quality home care services.

#### 2. Use of Information

The information collected is used to tailor our services to the needs of our clients, coordinate caregiver assignments, and ensure the highest level of care.

#### 3. Information Sharing

We may share necessary information with authorized caregivers and third-party service providers strictly for the purpose of delivering our home care services.

#### 4. Security Measures

We employ industry-standard security measures to protect your personal information, including encryption, restricted access, and regular security audits.

#### 5. Consent

By engaging our services, you consent to the collection, use, and sharing of your information for the purposes outlined in our policy.

#### 6. Retention

We retain your information only for the duration necessary to provide services and as required by applicable laws.

## **7. Access and Correction**

You have the right to access and correct your personal information. Please contact our Privacy Officer for assistance.

## **8. Changes to the Privacy Policy**

We may update this policy as needed. Any significant changes will be communicated to you in advance.

## **OTHER RULES AND REGULATIONS INCLUDE:**

Every staff member at EquityCare Global must adhere to the following:

### **1. Ethical Conduct**

Adhere to a strict code of ethical behavior, respecting the rights and dignity of those under your care.

### **2. Confidentiality**

Safeguard the privacy of individuals by maintaining confidentiality regarding their personal and medical information.

### **3. Communication**

Foster clear and open communication with both care recipients and healthcare professionals to ensure effective coordination and understanding.

### **4. Safety First**

Prioritize the safety and well-being of those in your care, following established safety protocols and guidelines

### **5. Punctuality**

Be consistently punctual, ensuring timely delivery of care services and medication assistance.

### **6. Documentation**

Maintain accurate and thorough records of care provided, including observations, interventions, and any changes in health status.

### **7. Continuous Learning**

Stay updated on caregiving practices, attend relevant trainings, and continuously improve your skills to provide the best possible care.

### **8. Respect for Diversity**

Embrace and respect cultural, religious, and individual differences, creating an inclusive and supportive environment.

### **9. Team Collaboration**

Collaborate effectively with other healthcare professionals, family members, and support staff to ensure comprehensive and cohesive care.

## 10. Boundaries

Recognize and maintain professional boundaries, avoiding conflicts of interest and ensuring a focus on the well-being of the individual receiving care.

### **NOTE:**

Every staff member at EquityCare Global will sign a Law enforcement document that will be filed with the Police and Military Departments.

What does this mean?

Caregiving is a very sensitive duty to carry out and ill-behaviors of any sort will not be condoned. It will be handled by the Law Enforcement department first on the state level and then Federal level.

### **TERMINATION OF SERVICE NOTICE:**

#### 1. For Client

Client has the right to terminate their service by notifying the care coordinator of their intention not later than two week before termination of our service. Clients also have the right to request a change of caregiver if there is any dissatisfaction. Note, there are no refunds policies available at equity care, in the event of any incidence, our client have the autonomy / right to report to their care coordinator using our user friendly e-platform / contact provided. Also note that, the parties / individual that request our service is the same party that can request the contract termination.

Our care giving service is on a month to month basis hence, termination or renewal of service would be treated at such.

#### 2. For Equity Care Staff

All staff member must provide a minimum two week notice before termination of their service. It is also important to notify our care coordinator at least 48 hours of any absence to work. If this is not adhered to, it will be considered as a no show day of work and adequate disciplinary actions will be taken by Equity Care. In the event of an emergency, ensure to call in immediately so that adequate adjustment can be made for the day service.

Note that, client have the right to terminate your service if they are displeased and equity care has the right to take actions accordingly. As much as equity care staff member also have the right to report incidence immediately as the safety of all our staff is also very important to us. At Equity Care Global, we care for all.

Please note that other rules and regulation will be communicated by our care coordinator.