

INTRODUCTION TO THE DEMPSEY CENTER & CLIENT SERVICES

LEARN ABOUT THE DEMPSEY CENTER

The Dempsey Center was founded by actor and Maine native Patrick Dempsey and his family in 2008 in Lewiston, Maine. Patrick's mother, Amanda Dempsey, was diagnosed with ovarian cancer in 1997. After standing alongside her with the rest of his family in her cancer journey until her passing in 2014, and inspired by Amanda's passion for helping others, Patrick and his family created a space where those impacted by cancer could find relief, comfort, resources, and support. **Since its inception, the Center has provided personalized and comprehensive cancer support care at no cost to its clients. The mission of the Center has been consistent since its start: to make life better for people impacted by cancer.**



The Center today provides care and support to thousands of individuals impacted by cancer, with two physical locations in Maine (Lewiston and Westbrook, Maine), a fully virtual, worldwide center named Dempsey Connects, and Clayton's House, a hospitality house, providing a home-away-from home for those who must travel for cancer treatment.



All individuals impacted by cancer, whether a cancer patient, survivor, care partner, family, or friend, and regardless of where they are on a cancer journey, are eligible for services at the Center.

The goals of the services provided at the Center are to provide comfort through compassion, connection, and choice. The Center's services fall into three categories of offerings:

ONCOLOGY COUNSELING	COMPLEMENTARY INTEGRATIVE THERAPIES	COMFORT & WELLBEING
<p>Individual, family, and support group counseling provide an opportunity for connection in whatever way works best for each client.</p>	<p>Nutrition, Movement & Fitness, and Integrative Bodywork Therapies (Massage, Acupuncture, and Reiki) are provided individually and in group settings to offer educational opportunities and ways to enhance client wellbeing.</p>	<p>Dempsey Dogs, Clayton's House Hospitality Home, Wigs & Headwear, and Comfort Items for people impacted by cancer - supporting them wherever they are in their cancer journey.</p>



HOW IS THE DEMPSEY CENTER STRUCTURED?

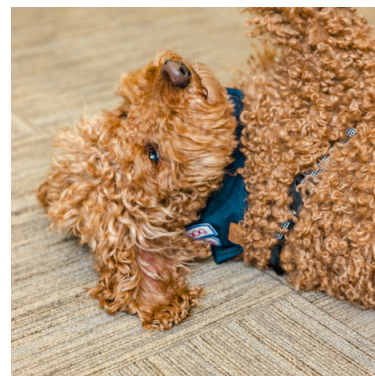
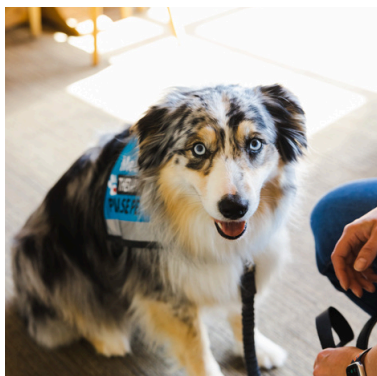
The Dempsey Center is a 501c3 non-profit organization. The Center is a fully community, corporate, and foundationally funded organization (most of the Center's financial support comes from direct giving, grants, and fundraising through events). The Center's primary community fundraiser, the Dempsey Challenge, occurs each fall and is a walk/run/cycle event focused on healthy activity while also raising direct funds to support the work of the Center. It is through this funding that the Center can offer all its services at no cost to clients. While services are provided at no cost to clients, any client is welcome to donate to the Center if they are able and so choose.

The team of care providers who support clients in their cancer journey at the Center are oncology-certified (or are working towards certification) in any area where there is a specific oncology-focused certification. The team providing support to clients consists of paid full-time and part-time staff members, in addition to per diem staff, independent contractor staff, and other paid facilitators. The Center's team is also largely supported by an extremely dedicated group of volunteers, who provide their services and time for the direct benefit of clients.

As a non-profit organization, all services are available on a "first come first served" basis. The Center strives to serve as many individuals as it can. The need for this level of support in our communities varies and has, over time, increased. The Center does often experience periods where certain services have significant waits before an interested client can access an appointment or program. In a client's initial orientation/welcome appointment, a staff member can clarify what services may have a wait, in addition to (in some cases) being able to estimate how long a wait for a service may be. (Please note, there are only estimates, and the Center can make no guarantee of when an individual may be able to access a service that is currently experiencing a wait).



Please note, staff at the Center may recommend other services to clients outside of the Center if there is a wait for a current service offering and a client has a need that is more immediate. **Please also note that the Center is not a crisis intervention resource or a traditional behavioral/mental health community clinic.** There are resources available in our service areas for those that need immediate behavioral and/or mental health support. The staff at the Center can help direct individuals to these resources.



WHO IS ELIGIBLE FOR SERVICES AT THE DEMPSEY CENTER?

All individuals impacted by cancer are eligible for some form of the Center's services. Some services are particularly designed and structured for those with the diagnosis of cancer, and who are actively participating in medical treatments. Services are also available for those who are post treatment (or not seeking treatment), in addition to support for an identified primary care partner (a selection that the individual with the diagnosis can make if they have a primary care partner interested in services), in addition to support for other family members and friends impacted by an individual's cancer diagnosis.

Changes in an individual's cancer status (e.g., a recurrence or new metastasis) may impact the services they are eligible to receive/participate in. After one year of utilizing services, it may be necessary for Dempsey Center staff to contact you to collect relevant information about your cancer impact, to ensure the services available to you best meet your needs.



WHAT CAN CLIENTS EXPECT OF THE DEMPSEY CENTER, AND WHAT DOES THE DEMPSEY CENTER EXPECT OF CLIENTS?

The Dempsey Center strives to be a safe place and a haven of support for those impacted by cancer. Clients can expect dedicated and competent staff and volunteers, who are knowledgeable about navigating a cancer impact, and can recommend services that are evidenced-based and research-informed that may increase an individual's quality of life during their cancer journey.

The Center expects that all team members treat clients with courtesy and respect, holding team members accountable for kindness and compassion.

The Center's staff recognizes that often clients can come to the Center in one of the worst periods of their life, and individual behavior and general presentation can be impacted by this experience. The Center also understands that often, as a side effect of a specific cancer or a specific treatment, that sometimes clients will have situations where mental capacity and physical capacity may be limited. The Center will strive to make all reasonable accommodations in this regard and will also prioritize the safety of both clients and team members as its priority.

Participation in the Center's programs is subject to the observance of the Center's rules and procedures, including specific guidelines (which may include limits to the volume of services, or timing of services) which vary by program or service. Further, participation in the Center's programs is subject to the observance of the Center's Client Code of Conduct. This is a document reviewed with clients upon orientation to the Center and is required to be adhered to for Clients to participate in services. For any questions about behavioral conduct expectations, please do not hesitate to request an additional copy of the Client Code of Conduct document or speak directly with a Dempsey Center team member.

CLIENT INFORMATION & COMMUNICATIONS WITH THE DEMPSEY CENTER

Paperwork & Forms Collection:

To support the Dempsey Center in providing the best possible care and experience to clients, individual clients will be asked to provide information about who they are, including basic demographics, contact information, and information about their oncology medical provider treatment team and current cancer impact, including cancer type, staging, and treatment status. This information is gathered to help the Center understand the unique needs and demographics of its clients, and to better support the Center in determining where it will use its resources to support direct client services and programs. (This information is primarily gathered via the Client Registration Form, and its sub-forms; client's must complete a Client Registration Form and Dempsey Center Orientation Appointment before they are eligible to access any other Dempsey Center service, aside from public program offerings.)



Depending on the specific service(s) that a client accesses, the Center may request completion of additional paperwork and/or forms to support the Center's staff and volunteers in providing the best possible service to our clients. All information collected on clients is used in support of direct client care. Additional paperwork and forms may also need to be completed to ensure the Center is compliant with various state and federal regulations. Additional paperwork and forms may include:

- **Informed Consent Agreements**, for various services: An informed consent agreement is a formal process where clients are provided with detailed information about a proposed procedure or service, including its risks, benefits, alternatives, and are given the opportunity to make an autonomous decision about receiving or participating in the service. It ensures client empowerment, ethical compliance, and legal protection by promoting informed decision-making and respecting individual autonomy in a client's choice of services.
- **Program or Service Guidelines:** These forms detail for clients the specifics of what they can expect from a particular service, and what expectations exist for clients accessing these services. These forms may get at service or appointment limits, expectations around information that may be needed from clients to perform a service, and other information about what to expect from a particular service (in terms of its timing and structure).
- **Consent to Telehealth Services Agreements**, for various services: A "Consent to Telehealth Services Agreement" is a formal agreement where clients provide informed consent and understand the terms and conditions of receiving care through telehealth, including privacy, technology, and responsibilities. It ensures client understanding, compliance with regulations, and establishes a clear framework for delivering secure and effective remote-based services.





- **Medical History Form:** This form is intended to collect information about a client's medical history and background, both cancer and non-cancer related. This form is collected and required for services where medical information is needed to ensure practitioners provide safe and effective care for clients. Specifically, this form may be collected and required for nutrition-based services, movement & fitness-based services, and integrative bodywork therapies like oncology massage, acupuncture, and Reiki.
- **Acknowledgement of Notice of Privacy Practices:** This form asks clients to acknowledge their receipt and review of the Dempsey Centers Notice of Privacy Practices, which explains how the Dempsey Center may use and/or disclose personal health information. While the Dempsey Center is not a covered entity under The Health Insurance Portability and Accountability Act (HIPAA) of the United States Congress, the Dempsey Center's policies and procedures generally adhere with HIPAA privacy guidelines and practices. The Center's Privacy Practices detail how client information may be used in support of client care, within the Dempsey Center and potentially with other treating providers, and the steps the Dempsey Center takes to ensure client information is kept private and secure.
- **Client Code of Conduct:** This form asks clients to acknowledge the stated behavioral conduct expectations for all clients to participate in Dempsey Center programs and services.

In addition to the above paperwork and forms, clients may be asked for authorization to request treating medical provider sign off for certain services. These services may include oncology massage and movement and fitness related programs or activities. Clients will be informed when this medical provider sign off is needed. This is done to ensure appropriate care, with an ultimate focus on client safety.

Please note that failure to complete certain paperwork or forms could limit or lead to loss of access to certain services. Further, some services may not be able to be scheduled until needed paperwork or forms are fully completed. The Dempsey Center staff is happy to answer any questions about paperwork or forms and is also happy to assist clients in completing any forms they may need assistance with.

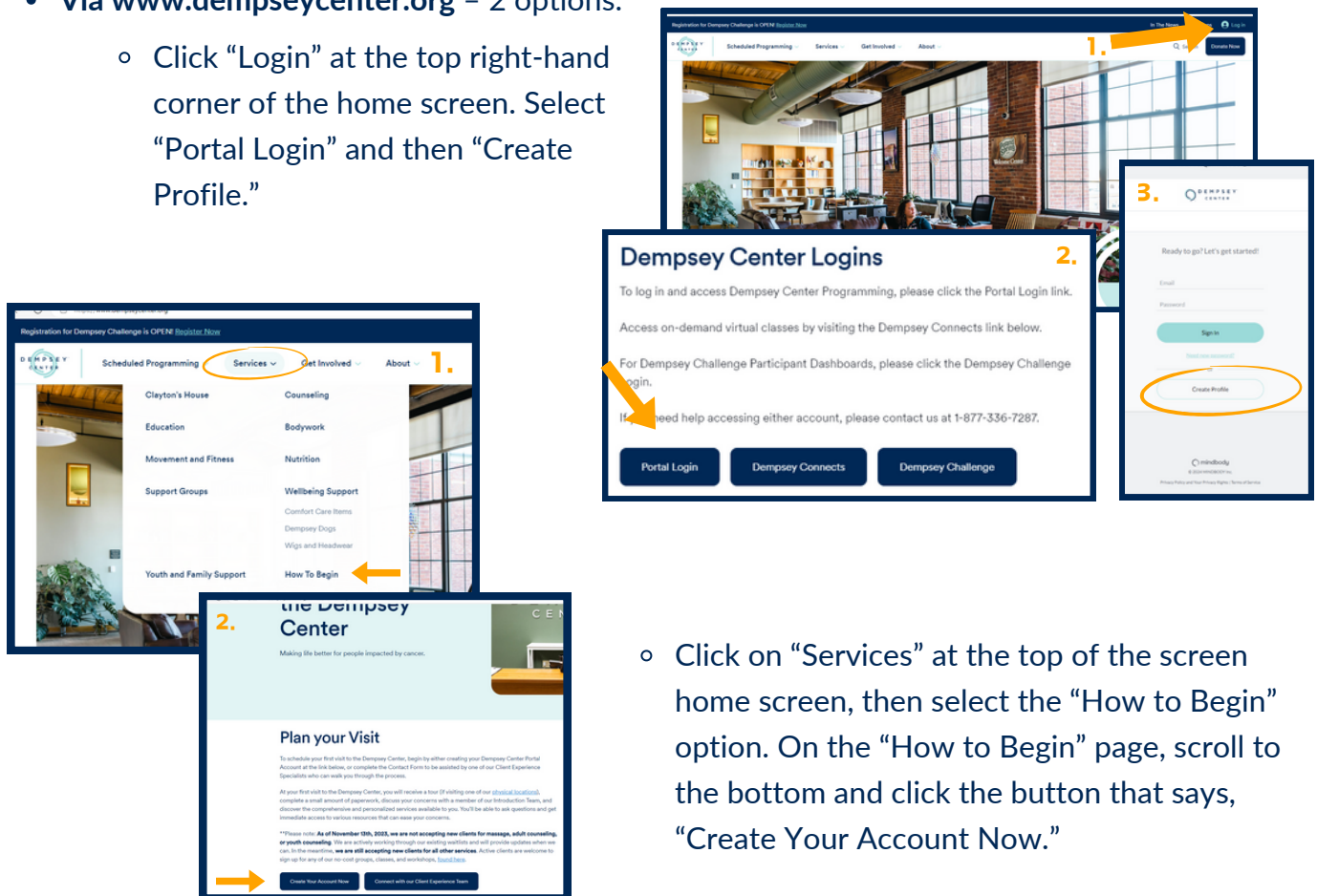
CLIENT MANAGEMENT SYSTEM: MINDBODY & CLIENT ACCESS & COMMUNICATIONS

The Dempsey Center utilizes an electronic and secure system, called “MindBody,” to support the care of its clients and manage client-related information.

Clients of the Dempsey Center can set up their own MindBody account access. This is not set up automatically for clients, but can be done via the Dempsey Center’s website, or by clicking on a program for signup within the digital Client Program Guide. These options, below, are also how clients can access their accounts in the future (after they initially register).

- Via www.dempseycenter.org – 2 options:

- Click “Login” at the top right-hand corner of the home screen. Select “Portal Login” and then “Create Profile.”



The collage consists of four screenshots from the Dempsey Center website:

- Screenshot 1:** Shows the website's navigation menu. The 'Services' dropdown is open, and the 'How To Begin' link is highlighted with an orange arrow.
- Screenshot 2:** Shows the 'Dempsey Center Logins' page. It includes instructions on how to log in and access programming. At the bottom, there are three buttons: 'Portal Login', 'Dempsey Connects', and 'Dempsey Challenge'. An orange arrow points to the 'Portal Login' button.
- Screenshot 3:** Shows a registration page titled 'Ready to go? Let's get started!'. It has fields for 'Email' and 'Password', a 'Sign In' button, and a 'Create Profile' button circled in orange.
- Screenshot 4:** Shows the 'Plan your Visit' page. At the bottom, there are two buttons: 'Create Your Account Now' and 'Contact with our Client Experience Team'. An orange arrow points to the 'Create Your Account Now' button.

- Click on “Services” at the top of the screen home screen, then select the “How to Begin” option. On the “How to Begin” page, scroll to the bottom and click the button that says, “Create Your Account Now.”

- Via digital Client Program Guide:
 - Click on any program link within the Guide, then click “Create Account” on the top right-hand corner of the screen.



Clients who create their own MindBody account access will be able to sign up for workshops, series, and support groups (when eligible) online, view their own information related to upcoming appointments, workshops, series, and support groups, including the option to cancel participation in workshops, series, or groups.

The Dempsey Center program staff also uses MindBody for many automatic communications regarding upcoming appointments and programs. It’s important for clients to let Dempsey Center staff know (during an initial Dempsey Center Orientation Appointment, or any time thereafter) what their preferred method of communication is. Via MindBody, clients can elect to receive email and text message reminders about appointments or programs and may be able to confirm their attendance automatically via these mechanisms as well (by responding via email or text). Utilizing email or text messaging for this purpose is a quick and efficient way for clients to confirm their appointments at a time that suits their own individual schedule. This process is extremely helpful to staff, so if you are willing to confirm appointments this way, please let the Dempsey Center team know. If clients prefer, the Dempsey Center team will call to confirm appointments a business day in advance.

CLIENT EXPERIENCE SURVEYING

The Dempsey Center will survey clients after various interactions, to collect candid feedback about a client's experience within a particular service offering. The Center's team is always interested in learning about what can be done to make the client experience with services better. These surveys are entirely optional, and while the Dempsey Center team encourages participation as much as clients are willing, please know that these are not required and should only be completed if you are willing and able to do so.

In addition to surveys being administered after various interactions, clients may be contacted in the early part of each calendar year asking to complete an annual survey. This survey asks deeper questions to assess clients' experience with care and services received from the Dempsey Center over the previous calendar year. We encourage all clients contacted to participate in this important measurement effort, which helps inform the Dempsey Center on future client strategy and program development (ensuring the Center has the best possible impact that it can).



CANCELLATION, WAIT LIST & ATTENDANCE POLICIES



Cancellation Policy:

We understand that there are many circumstances that may arise causing the inability of a client to attend a scheduled appointment, workshop, series, or support group. We ask that you please provide at least a 24-hour notice should you be unable to attend a series, workshop, support group, and/or individual appointment, if possible. Except in the case of extenuating circumstances, a late cancellation (cancelling an appointment within 24 hours of the scheduled appointment time) for services that have limits may count towards your total allotted number of available sessions. Even without a 24-hour notice, we ask that clients communicate about missing an appointment, workshop, series, or support group as soon as possible (even if the communication occurs after the corresponding appointment/workshop/series/support group has occurred). As many of our classes fill quickly, if two support group sessions or series-based classes are missed in a row without a notice to the Dempsey Center team, you may be removed from the registration roster. You can resubmit registration at any time, but please be aware that you may be placed on a waitlist.

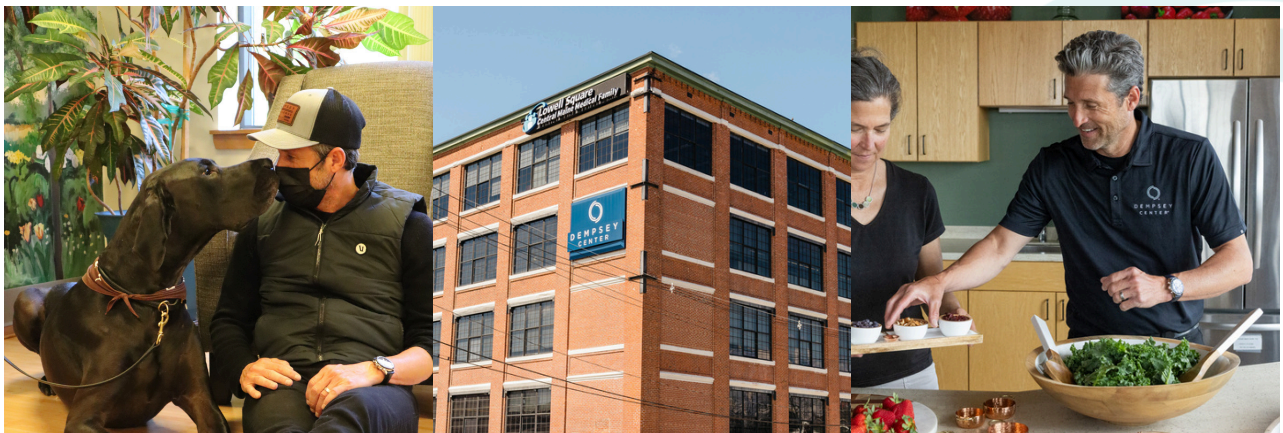
CANCELLATION, WAIT LIST & ATTENDANCE POLICIES

Waitlist Policy:

If you are trying to get into a full series, workshop, or support group, you will be placed on a waitlist to attend. When a spot opens, we will move through the waitlist in the order in which names are added. If you are selected to be moved off the waitlist, you will receive a phone call or email notifying you. You will have 48 hours to respond to the notification confirming your enrollment. If we don't hear from you, we will contact you again and you will then have another 24 hours to respond. If you do not respond after that time, we will consider you unable to attend and will continue to move through the list.

Late Policy:

Arriving more than 10 minutes after your scheduled appointment time can impact our ability to best serve you. For appointments, consultations, or classes, please plan to arrive at our centers a few minutes before your scheduled appointment time, to allow for any necessary paperwork. Arriving 10 or more minutes after your scheduled appointment time may result in needing to reschedule. If you suspect you may be late for an appointment at the Dempsey Center, we ask that you please call our front desk to discuss what option may be best for you.





CLIENT CODE OF CONDUCT

The Dempsey Center strives to be a haven of support for those impacted by cancer. To help ensure a safe, healthy, and productive environment for all who utilize any Dempsey Center location or service, this Client Code of Conduct applies to all clients and to any guests accompanying or associated with a client while in Dempsey Center spaces or participating in Dempsey Center services.

Dempsey Center's Code of Conduct rests upon the fundamental principle that all clients, guests, staff, and volunteers are entitled to be treated with dignity and respect.

Prohibited Conduct:

- ***ABUSE.*** Abusive language towards a staff member, volunteer, or another client/participant, which may or may not include the following. Abusive language includes by way of example, terminology that can reasonably be viewed as foul or offensive, harassing, bullying, demeaning, threatening, racist or racially motivated slurs or comments, or any statements that can reasonably be interpreted by recipients or bystanders to rise to the level of abuse.
- ***DISCRIMINATION.*** Verbal or written language or gestures intended to, or which can reasonably be anticipated to be interpreted as, demeaning or discriminating against a person based on a person's race, color, religion, sex, sexual orientation, gender identity, age, national origin, height, weight, marital status, veteran status or disability or any other legally protected class and/or characteristic.
- ***INTIMIDATION.*** Verbal or written language or gestures intended to instill fear or intimidation, or which can reasonably be anticipated to be perceived as threatening, including using loud or derisive tones or intimidating gestures.
- ***SEXUAL HARASSMENT.*** Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal statements or physical conduct that could reasonably be perceived as sexual in tone or nature.
- ***DANGEROUS ITEMS.*** The Dempsey Center does not permit: possession or use of alcoholic beverages or illegal drugs on Dempsey Center's property; reporting to a Center while under the influence of illegal drugs or alcohol; or possession of explosives, firearms, or weapons of any kind on Dempsey Center's property.
- ***DISRESPECT.*** Any verbal or written language or gestures that do not meet reasonable standards of courtesy and respect for others.



Opportunities to Correct Behavior:

Participation in Dempsey Center programs and services is contingent upon adherence to this Code of Conduct. At its sole discretion, Dempsey Center may provide a client or a guest with notice and an opportunity to correct or address behavior or circumstances that do not meet these standards prior to taking further action.

Remedial Action:

At its sole discretion, Dempsey Center may take protective or corrective action if a client or guest violates this Code of Conduct. Such action may include, but is not limited to:

- Prohibiting a client from participating in Dempsey Center programs
- Terminating a client's receipt of services
- Prohibiting a client or guest from entering Dempsey Center locations
- Limiting or precluding communications with Dempsey Center staff or representatives

Dempsey Center shall take reasonable steps to resolve concerns related to conduct. If Dempsey Center determines that a client's or guest's actual or threatened conduct poses a risk of harm to staff, clients, guests, or others, and that intermediate steps are insufficient to ensure safety, Dempsey Center may take additional action, including:

- Seeking a No Trespass Order from the local police department
- Seeking a Protection from Harassment Order from a local court on behalf of or in support of Dempsey Center staff or providers

Dempsey Center will strive in all circumstances to respect and protect the confidentiality of clients' personal health information, subject to exceptions provided by law, including when necessary to protect the health, safety, or well-being of others.

Acknowledgement:

I acknowledge that I have read and understand the Dempsey Center's Client Code of Conduct, which explains behavioral expectations for clients and their guests while participating in Dempsey Center programs and services. I agree to abide by these expectations and understand that violations may result in my removal as a client and loss of access to Dempsey Center services. I understand that refusal to sign this Code of Conduct may result in my inability to engage as a client or access Dempsey Center services.